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DIGITAL CABLE

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Digital Cable | Southern California's Best Way to Watch Television

Digital Cable offers better quality picture and sound, and more channel selection – including cable-exclusive Dodgers™ OnDemand and other local sports.

With **Digital Cable**, you could get over 250 channels, plus the **Time Warner Cable On-Screen Program Guide**, a valuable tool that helps you easily find the programs you want to watch and much more!

On Demand lets you use your remote control to instantly watch movies or your favorite shows on your own schedule. Pause, rewind, or fast-forward as you watch.

Easy-to-use **Parental Controls** will give you peace of mind because now you can manage what your children watch, when they watch and how long they watch. (For more details on Parental Controls see pg. 11)

Time Warner Cable is your best choice for **High Definition** because we are the Home of Free HD! If your TV set is HDTV-ready, you can get the same quality sound and picture you would expect in a movie theater. **HDTV** brings deep, brilliant colors, the highest resolution picture available and **Dolby Digital Surround Sound®** right into your home. And you get local channels in High Definition, too.

All digital cable subscribers also receive **Video On Demand**, an exclusive service of Time Warner Cable. It features local sports, entertainment, organizations and people from our community.

Music Choice® is another great feature of Digital Cable. You get over 40 channels of 24-hour, non-stop, commercial-free, crystal-clear, CD-quality music in a wide variety of styles, plus local radio stations.

Remote Control

While your **Digital Remote Control** is pre-programmed to operate your Digital Cable Box, you must also set up your Remote to work with your particular TV.

1 **SETUP**: Programs the Remote to control home entertainment devices (TV, DVD, VCR, etc).

2 **DEVICE BUTTONS**: Each button (or key) selects a different device (TV, Cable, DVD, etc) to control.

3 **GUIDE**: Displays Program GUIDE.

4 **ARROWS**: Use to navigate through Program GUIDE, title banner or SETTINGS menus.

5 **DAY**: In the Program GUIDE
+ Move forward a day
– Move back a day

6 **OK/SELECT**: Use to accept or select the option on the screen.

7 **VOL**: + Raises Volume;
– Lowers Volume.

8 **FAV**: Selects Favorite channel.

9 **MUTE**: Turns off sound.
Press again to restore sound.

10 **ON DEMAND**: Each button is pre-set to access specific ON DEMAND features.

11 **REPLAY (DVR ONLY)**: Replays the last 7 seconds of the current show.

12 **VIDEO CONTROLS**: Controls video functions for various devices.

13 **NUMBERS**: Use to input Channels by number or enter PIN.

14 **VIDEO SOURCE**: Use to access a different input source.

15 **PWR/MASTER POWER**: Controls the power for home entertainment devices.

16 **SETTINGS**: Displays Settings Menu.

17 **INFO**: Shows information about the program on screen. Press twice for more information.

18 **PAGE+ PAGE–**: Moves through menu screens and Program GUIDE

19 **EXIT**: Quits program GUIDE or Channel Banner.

20 **CH**: + Channels Up;
– Channels Down

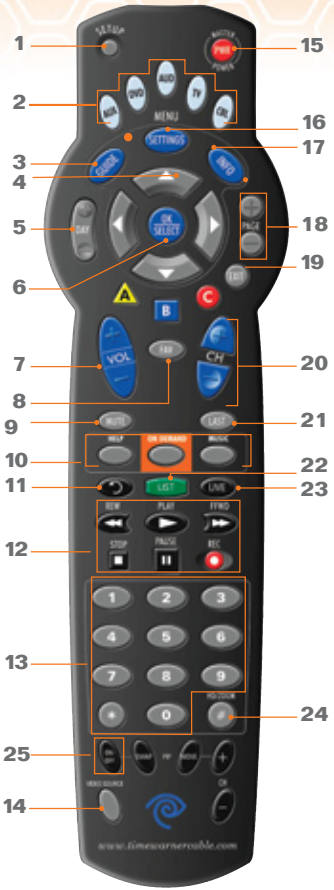
21 **LAST**: Recalls the channel previously viewed.

22 **LIST (DVR ONLY)**: Displays the list of recorded shows (if available).

23 **LIVE (DVR ONLY)**: Returns to watching live TV.

24 **HD/ZOOM**: Changes the aspect ratio of the current show (if available).

25 **SWAP (DVR ONLY)**: Switches back and forth between the two tuners.



PLEASE NOTE:
Your remote control may look slightly different from the one pictured here, but most of the function keys are common to all remote controls. Yours should work in the same manner and your keys should be located in similar places.

On-Screen Program Guide

Yellow is our highlight color. When something is highlighted, such as a button selection or program listing, you'll see it outlined in yellow.

- To move the highlight, press the , in the direction you want to move.
- To select the highlighted item, **press** OK SELECT.
- To change channels by using the number pad, **enter** the channel number and **press** OK SELECT : 2 + OK SELECT.
- To learn more about a feature, just **press HELP**.
- You may clear any screen on the Guide options by pressing the EXIT button.

Helpful Hint

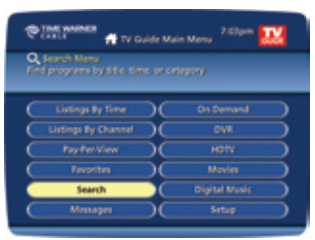
When your digital receiver is first installed, it may take up to 4 hours to fully load the data necessary to operate the Interactive Guide. The data will load with the most recent programming first and current program information will be available in the first 30 minutes.

The digital receiver requires a constant power supply to retain all stored data. If the digital receiver is unplugged, power is cut or there is a power outage, it will need to reload the data necessary to operate the Interactive Guide.

Main Menu

Pressing **MENU** twice brings up the screen below. From this Main Menu you can:

- Access detailed information and ordering screens from the on-screen promotions or any of the program listings.
- **Highlight** the on-screen promotions or any program listing, then **press** OK SELECT to see an information screen.
- Use the **arrow keys** to set reminders, set locks, order Pay-Per-View, and more.
- **Press** INFO while highlighting a program to access detailed information.
- **Press Up|Down Arrows** to highlight a program.
- **Press** OK SELECT. If the program is on now, you'll be able to tune to it. If the program is on later, you'll be asked to set a reminder for it. If the program is on Time Warner Cable Pay-Per-View, you can order it.
- **Press LOCK** to restrict viewing of the currently highlighted program.



Guide

You're in control! Get the information you want instantly, at the touch of a button. Scroll through channel by channel, page through five channels at a time or enter a new channel number manually. With the Time Warner Cable Guide you can view up to eight days of programming.

INFO Bar

The **INFO** Bar appears at the bottom of the screen and displays the channel, title, rating, and other details about the program.

- **Press** the INFO button while watching TV to display the **INFO** Bar.
- The **INFO** Bar also appears when you change channels using the Channel +/- buttons.
- **Press** INFO again for more information.

Quick Menu

The Quick Menu provides shortcuts to key features. To access **Quick Menu** from any screen, **press** the **MENU** button once.

Mini-Guide

The Mini-Guide lets you browse through other available listings while you watch TV.

- **Press** OK SELECT while watching TV to access the Mini-Guide.

Listings by Time

- **Highlight** "By Time" in the Main Menu and press OK SELECT.
- Programs are then organized by their start time.
- **Press** ▶ to see listings for future time periods.

All images are the property of their respective copyright owners.

Digital Video Recorder | DVR

Once you use it, you'll wonder how you ever did without it! Don't just record TV, control it with Time Warner Cable's DVR.

How does it work?
DVR lets you record your favorite shows by just highlighting the program in your On-Screen Program Guide and pressing record. You can even program your DVR to record an entire season with one easy step.

Your DVR can output both standard definition and high definition (HD) programming.
So, if you have an HDTV, you can record and watch your favorite high definition programs in HD.

Watch your favorite shows anytime you want.
A DVR lets you watch the shows you record whenever it's convenient for you. With a DVR you can create your own prime time – at any time.

Never miss a moment of a live TV program.
You can also control live TV with a DVR. You'll never miss a single minute of a show you're watching. Need a snack? Phone rings? Want to see a game play over again? Create your own instant replays with the touch of a button.

DVR Capabilities:

- Record a program and watch it whenever it is convenient for you.
- Pause a live program and instantly replay live TV.
- Rewind the show you have been watching.
- Fast-forward.
- Watch a scene in slow motion.
- Watch one show while recording another.
- Record two shows at the same time.
- Watch two live shows at once.
- Use Parental Controls on what can be recorded and played back.

The technology is advanced, but using it is simple.

DVR lets you do everything at the touch of a button. And you don't have to worry about any extra equipment since the Digital Video Recorder is built into your new digital cable box.

If you currently have Digital Cable, all you need to do is call your local Time Warner Cable office at 1-888-TW-CABLE to upgrade your current cable box. We'll even send your DVR by mail if you prefer to install it yourself. (See page 15 for DVR Self-Installation instructions.)

Digital Video Recorder | DVR CONTINUED

Indicates when you first tuned to the channel

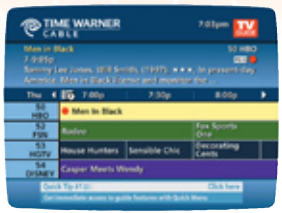
Current position in viewing the program

How to Control Live TV

- Press **PAUSE** to pause live TV for up to 90 minutes.*
- Press **PLAY** to start watching again.
- Press **FAST-FORWARD or REWIND** up to four times to rewind or fast-forward at different speeds.
- Press **LIVE** to jump back to live TV.
- Press **INSTANT REPLAY** to see an instant replay.
- Press **SWAP** to switch between 2 programs and preserve the automatic Live TV recording for each. If you change channels without using swap, you will lose the automatic Live TV recording for the previously watched channel.
- Press RECORD to start recording the current program and save it to the Personal Video Library.

The DVR will automatically record up to one hour of live TV, beginning from the point when you tune to a channel. This feature allows you to pause and rewind live TV.

* Pause capacity depends on video format; less than 15 minutes for High-Definition programming.



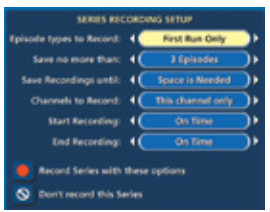
How to Record from Listings

- Select your **Scheduled Recording** in the listings, it will be indicated by the red dot in the **Instant Info**.
- Press **OK** or **INFO** and select the **ACTION (Red dot)** Icon to change your options or delete the Scheduled Recording.
- From here, select Icon to cancel the recording, or select Icon to see all the **Recording Options**.

How to Record Using the Interactive Program Guide

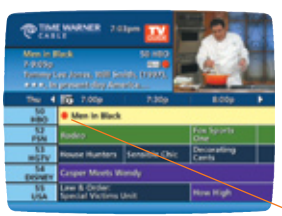
- Press **GUIDE** to display the Interactive Program Guide.
- Use to highlight the program you want to record.
- Press **INFO** to get the information screen.
- Highlight **ACTION (Red dot)** icon on the Interactive Program Guide and press **OK/SELECT** to record the program at the time it is scheduled.

Digital Video Recorder | DVR CONTINUED



How to Record All Season Long

- Press **GUIDE** to display the Interactive Program Guide and highlight the show you want to record.
- Press **INFO** and select the **ACTION (Red dot)** icon on the Interactive Program Guide.
- Select the 'Create a Series Recording' icon.
- Select the episode type to record, such as "First Run Only" or "All Episodes." Specify how many recordings to save and how long to save the recording.



How to Verify Your Show is Recording

- Just look for the red light or REC displayed on the front of your cable box. When you tune away from the Program Guide, you will also get a message giving you the option to stop or continue the recording.

The record indicator (red dot) will appear next to the program name in the listing and in the information screen.

How to Stop a Recording

- Start by pressing **STOP**. The screen will display several options. Use the to highlight the desired action and press **OK/SELECT**.

How to Watch Your Recorded Shows

- From the Main Menu, select DVR, then select 'My Recordings'. Use the to find the program you want to watch.
- Press **OK/SELECT** or INFO to select the program.
- From the information screen, select the 'Play' icon to resume play from where you left off or select the 'Rewind' icon to restart from the beginning.

Delete or Modify Your Recorded Programming

- To delete a recording, go to the recorded program's Information screen and select the 'X' icon.
- For additional options, such as deleting the recording when space is needed, select the '!' icon to modify the 'Delete Priority' setting. the beginning.

DVR equipment shown is for representation only. Actual equipment may vary. DVR service fee required with DVR equipment for DVR service. To record HD programs, an HD television (not provided) is required.

On Demand | YOUR VIDEO LIBRARY IS STORED ON CHANNEL 1.

You now have instant access to a full video library of movies, premium series and some of your favorite shows with Video On Demand. **Play**, **pause**, **fast-forward** and **rewind** ANY On Demand program from your remote control.

Movies On Demand

Rent movies from the comfort of your home. There is always a variety of films to choose from and many titles are also available in HD. You'll never have to run to the store to rent a movie again.

Premiums On Demand

Watch the best of HBO®, Cinemax®, Showtime®, Starz® and The Movie Channel™ anytime. Your favorite Premium shows and blockbuster movies are ready for viewing On Demand when you subscribe to the corresponding Premium network.

FREE On Demand gives you access to a library of programming from the most popular networks like A&E, Food Network and Comedy Central. Best of all, they're FREE with Digital Cable.

LOCAL

LOCAL EDITION ON DEMAND

PUBLIC AFFAIRS

current_

KIDS

on demand

CLASSIC KIDS

on demand

kids club

sprout

eebees adventures

MUSIC

Music Choice

LIFESTYLE

Oasis

one

food ON DEMAND

CUTTING EDGE

[adult swim]

G4

RipeTV

current_

HD Showcase On Demand

ENTERTAINMENT

A&E On Demand

tbs

TNT ON DEMAND

SPORTS & FITNESS

exercise On Demand

sportskool

EN ESPAÑOL

¡Sorpresa!

PELICULAS

ESPN DEPORTES ON DEMAND

INFINITO

VIDEOROLA

HTV

FIND IT ON DEMAND

Automotive On Demand

Health Solutions On Demand

INTERNATIONAL

imaginasian

LA 18 ON DEMAND

... AND MORE!!!

Parental Controls | SET YOUR LOCKS PIN

You must have a Locks PIN Number to block programming and manage Parental Controls. When you first set up Parental Control, you will use the default PIN Number 0000 to enable the Locks PIN. After the Locks PIN has been set up, you can change the Locks PIN at any time.

SETTING UP YOUR LOCKS PIN NUMBER

1. Press **MENU** twice to display the **Main Menu**.
2. Use the arrow keys to highlight **Parental Controls**.
3. Press OK SELECT. The PIN ENTRY Screen will appear.
4. Using the numbers on your remote control:
   a. **Enter** the new PIN.
   b. **Enter** the new PIN again to confirm.
   c. The PIN ENTRY Screen will disappear.

CHANGING UP YOUR LOCKS PIN NUMBER

1. Press **MENU** twice to display the **Main Menu**.
2. Use the arrow keys to highlight **Setup** and Press OK SELECT.
3. Use the arrow keys to select **PINs Setup**.
4. Using the numbers on your remote control:
   a. **Enter** your current PIN to clean your current Locks PIN.
   b. **Enter** your new Locks PIN.
   c. **Enter** the new PIN again to confirm.
   d. The PIN ENTRY Screen will disappear.

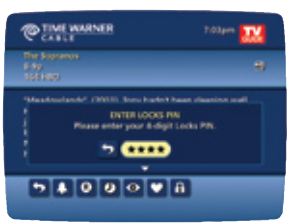
Parental Controls | SET YOUR BLOCKING METHOD

In addition to delivering hundreds of channels, Time Warner Cable lets you manage those channels with sophisticated Parental Control capabilities based on several standards termed "Blocking Methods." You'll find helpful information about the different Blocking Methods at controlyourtv.org (English) or ControleSuTelevisor.org (Spanish).

BLOCKING METHODS

1. Press **MENU** twice to display the **Main Menu**.
2. Use the arrow keys to highlight **Locks Setup** and Press OK SELECT.
3. Use the arrow keys to select the Blocking Method.
   a. **Title Locks**
      Blocks shows or movies by title. (Select titles to block using the Guide Info screen)
   b. **TV Rating Locks**
      Blocks shows in the Rating Category that you select.
   c. **Movies Rating Locks**
      Blocks movies in the Rating Category that you select.
   d. **Master Locks**
      Gives you the option to bypass all locks or to remove all previously set locks.
   e. **Adult Titles**
      Gives you the option to show or hide Adult titles.

LOCKING A PROGRAM OR CHANNEL



1. Select the LOCK icon on the program information screen in the guide.
2. Enter your PIN.
3. You can lock out the channel, title, or rating by using the on-screen prompts.
4. When the padlock symbol appears, the lock is in place.
5. To cancel the lock, highlight the locked field and press LOCK again.

HDTV | HIGH-DEFINITION TELEVISION

Time Warner Cable is the home of Free HD Programming. HDTV provides an extremely high-resolution picture with digitally enhanced sound, all presented in wide screen format.

HDTV is the ultimate home viewing experience! If your television set is HDTV ready and you are a Time Warner Cable digital subscriber, there's no additional monthly charge for HDTV. Plus, there's no other equipment to buy to receive startlingly clearer, crisper images. We just switch you to an HD cable box.

Don't forget to program your cable box to the capabilities of your HDTV using the On-Screen Menu. This allows the cable box to automatically optimize both Standard and High-Definition video, based on your HDTV and personal preferences.

If Your TV Type is Widescreen (16:9), Highlight One of the Following Settings:

- **Letterbox 16:9 picture**
  Widescreen programs will be displayed unaltered; black bars appear above and below the picture.

- **Zoom 16:9 picture**
  Widescreen programs will be zoomed to fill the screen. Some of the picture will be cut off.

- **Squeeze 16:9 picture**
  Widescreen programs will be squeezed to fit the screen. Images will be distorted.

If Your TV Type is Standard (4:3), Highlight One of the Following Settings:

- **Sidebar 4:3 picture**
  Standard programs will be displayed unaltered; black bars will appear to the left and right of the picture.

- **Zoom 4:3 picture**
  Standard programs will be zoomed to fill the screen. Some of the picture will be cut off.

- **Stretch 4:3 picture**
  Standard programs will be stretched to fill the screen. Images will be distorted.

*For a full listing of High Definition channels, please go to www.timewarnercable.com/socal.
For more details on configuring your cable box output settings, including setting Closed Caption preferences, visit **www.motorola.com/broadband**.

Digital Cable customers get HD programming without paying extra, unlike with satellite – See programs from your favorite networks such as ABC, CBS, NBC, Fox, FSN, Discovery, TNT, ESPN, ESPN2, Versus, Golf Channel, and more! Plus, we're adding new HD channels all the time. You can also get High Definition movies, events and original programming from HBO, Cinemax, Starz and SHOWTIME.*

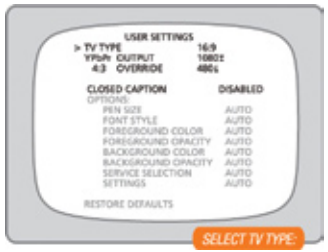
*HBO®, Cinemax® and HBO HD℠ are service marks of Home Box Office, Inc. SHOWTIME® and related marks are trademarks of SHOWTIME Networks Inc, a CBS company. All other trademarks and service marks are the property of their respective owners. Not all additional HDTV channels immediately available in all areas. To receive HD features and benefits, an HD television (not provided) and HD converter are required.

Optimizing Your HDTV Picture

The final step is tailoring your cable box to the capabilities of your HDTV using the On Screen Menu. This allows the cable box to automatically optimize both Standard and High-Definition video, based on your HDTV and personal preferences.

To access the On Screen Menu, power ON your HDTV and power OFF the cable box. Press the MENU button on either your remote control or the cable box front panel to call up the On Screen Display.* You may use either the cable box front panel or the remote control to navigate the display:

- The arrow on the left indicates the position of the cursor.
- Press the ▲ and ▼ buttons to select the setting you wish to change.
- Press the ▶ button to select an option for that setting.
- To exit the setting and move to another setting, use the ▲ and ▼ buttons.
- Press the POWER or MENU button to exit the menu and save your settings.



Y Pb Pr OUTPUT

Next, use the down arrow to select Y Pb Pr OUTPUT. This setting indicates the picture resolution you prefer when watching High Definition programming. The choices, listed in order of highest to lowest picture resolution, are 1080i, 720p, 480p, and 480i. Your selection will depend on which format(s) your HDTV supports. To maximize your high-definition viewing experience, refer to your television set owner's manual, and use the right arrow button to choose the setting that indicates the highest picture resolution that your television will support.

4:3 OVERRIDE

Finally, use the down button arrow to select 4:3 OVERRIDE. By selecting 480i or 480p, you are telling the cable box to send Standard Definition programming to your TV in its original broadcast format. Select OFF and the cable box will default to the resolution selected in the Y Pb Pr OUTPUT setting above. To exit and save changes press the POWER or MENU button. For more details on configuring your cable box output settings, including setting Closed Caption preferences, see the Motorola cable box User Guide or visit http://www.motorola.com/Broadband.

* If the On Screen Menu does not appear on your HDTV screen, your TV may not support the default, standard definition setting (480i). Use the cable box front panel LED to view and change your settings.

Self-Installation | WAYS TO CONNECT DIGITAL CABLE

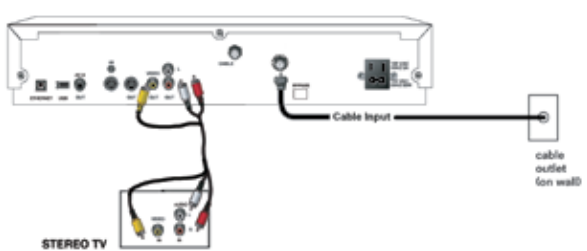
If you need to self-install or re-install a Time Warner Cable converter (for Digital, DVR, HD DVR, or HD), you may follow these instructions for the type of converter you are installing. We have included instructions for the most typical installation of each product.

Your converter may look slightly different from those pictured here, but by following some common standards for audio/video hookup as noted below, installation should be easy.

TIPS FOR SELF-INSTALLATION

- Always match color to color (red to red, white to white, etc.)
- When connecting same color jacks, one goes to OUT and the other to IN.
- CABLE OUT connection on the Digital Cable box is monaural sound and not recommended for use with Digital Cable. For better results, use AUDIO and VIDEO jacks.
- To connect components other than a VCR, visit the "Customer Service" section of www.timewarnercable.com/socal

TV WITH STEREO SOUND

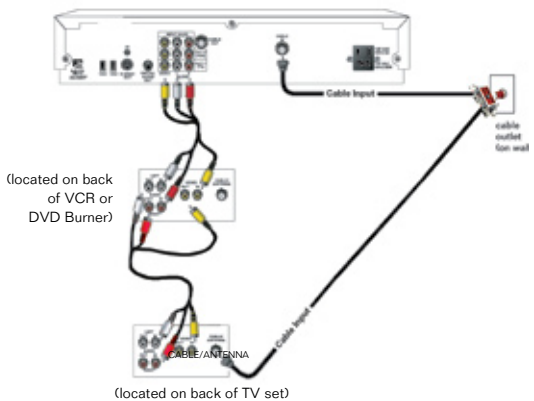


(located on back of TV set)

1. Connect the coaxial cable from your wall outlet to the CABLE IN jack at the back of your Digital Cable box. These are screw-on connections that should be finger-snug.
2. Connect each of the color-matched ends of the red-white-yellow RCA CABLE to the corresponding AUDIO-VIDEO OUT jacks on the back of the Digital Cable box.
3. Connect the opposite ends of the RCA CABLE to the corresponding color INPUTS on the TV.
4. Take the POWER CORD out of the package. Connect one end to the cable box and the other end into the WALL POWER OUTLET (not shown in diagram).
5. Make sure the TV is plugged into the WALL OUTLET.
6. This signals the cable box to contact Time Warner Cable to begin the registration process. Note: do not disconnect the CABLE INPUT or the POWER during this process. The process is complete when you see the TIME displayed on your cable box.
7. After the TIME display appears on the Cable Box and TV set, turn on the Digital Cable box (see green power indicator light) then call 1-888-TW-CABLE to activate your box. Follow the voice prompts from the output jacks on the back of the VCR to the inputs on the back of the TV.

Self-Installation | CONTINUED

TV WITH VCR OR (DVD BURNER)

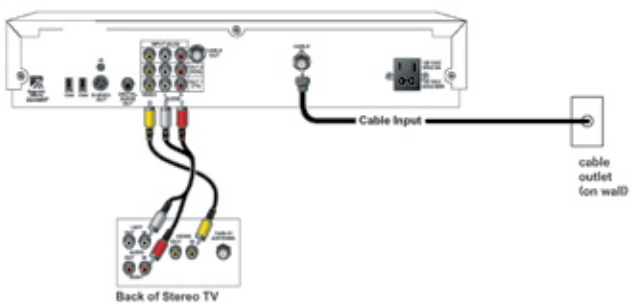


1. Connect the single end of the 2-way splitter to your wall cable outlet.
2. Connect one COAXIAL CABLE from the splitter on your wall cable outlet to the CABLE IN jack on the back of the Digital Cable box.
3. Connect the other COAXIAL CABLE from the splitter on your wall cable outlet to the ANTENNA IN on the back of your TV.
4. Connect each of the color-matched ends of the red-white-yellow RCA CABLE to the color corresponding AUDIO/VIDEO OUT jacks on the back of the Digital Cable box.
5. Connect the opposite ends of the RCA cable to the color corresponding INPUTS on the VCR (or DVD BURNER).
6. Connect the 2nd RCA Cable in the same manner from the OUTPUT JACKS on the back of the VCR (or DVD BURNER) to the INPUTS on the back of the TV.
7. Make sure the Digital Cable box, VCR (or DVD BURNER) and TV are plugged into the wall power outlet and turned on. Select LINE INPUT (aka VIDEO INPUT, L1, AUX) on the back of the VCR (or DVD BURNER) and select VIDEO INPUT on the TV.
8. When you plug in the Power Cord the Digital Cable box signals Time Warner Cable to begin the registration process. Note: do not disconnect the Cable Input or the Power during this process. The process is complete when you see the TIME displayed on your Cable box.
9. After the TIME display appears on the Cable Box, turn on the TV and Digital Cable box (see green power indicator light) then call 1-888-TW-CABLE to activate your box. Follow the voice prompts.

Please Note: While recording a channel on the VCR or DVD, you are able to watch any ANALOG CHANNEL(2-76) by switching to the antenna input on the TV.

DVR SELF-INSTALLATION

TYPICAL CONNECTION INSTRUCTIONS



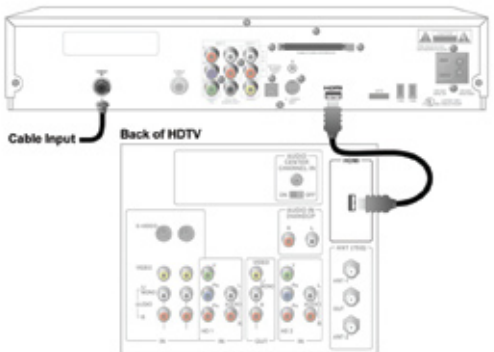
1. Connect the coaxial cable from your wall cable outlet to the CABLE IN jack on the back of the DVR Cable box.
2. Connect each of the color-matched ends of the yellow/red/white RCA cable to the corresponding OUTPUT jacks on the back of the DVR box. Connect the opposite ends of the RCA cable to the corresponding INPUTS on the television.
3. Select the corresponding input from the television's Video Input menu.

Self-Installation | CONTINUED

HDMI cables (6' or 10') are available upon request from Time Warner Cable.

HD OR HD DVR SELF-INSTALLATION USING HDMI CABLE

TYPICAL CONNECTION INSTRUCTIONS



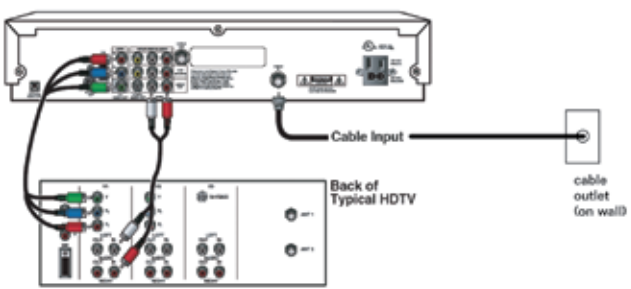
1. Connect the coaxial cable from your wall cable outlet to the CABLE IN jack on the back of the HD or HD DVR Cable box.

2. Connect the HDMI cable from the HDMI slot on the back of the HD or HD DVR Cable box to the HDMI slot on the back of the HDTV.

3. Change Audio Settings to HDMI. Using your remote, go to SETTINGS/AUDIO/AUDIO CODING and select HDMI.
   OR
   If your cable box has the number 4240, 4250 HDC, 8240 or 8300 HDC in the top right corner on the front, go to SETTINGS/ DEVICES/ AUDIO:DIGITAL OUTPUT and select HDMI.

STANDARD HD DVR SELF-INSTALLATION

TYPICAL CONNECTION INSTRUCTIONS



Some 4x3 aspect ratio TVs may display bars at top and bottom.

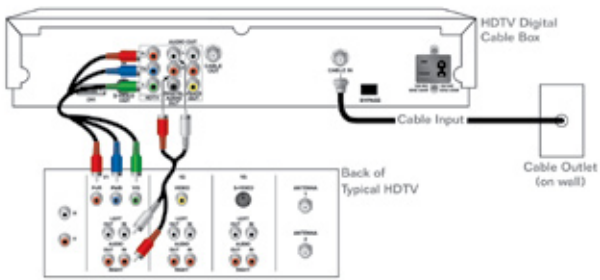
1. Connect the coaxial cable from your wall cable outlet to the CABLE IN jack on the back of the HD DVR Cable box.

2. Connect each of the color-matched ends of the red/green/blue RCA cable to the corresponding HDTV OUTPUT jacks on the back of the HD DVR box. Connect the opposite ends of the RCA cable to the corresponding HDTV INPUTS on the HD television.

3. Connect each of the color-matched ends of the red/white RCA cable in the same manner from the AUDIO OUTPUT jacks on the back of the HD DVR to the corresponding HDTV AUDIO INPUTS on the back of the HD television.

Self-Installation | CONTINUED

HDTV
TYPICAL CONNECTION INSTRUCTIONS



1. Connect the coaxial cable from your wall cable outlet to the CABLE IN jack on the back of the HDTV Cable box.

2. Connect each of the color-matched ends of the red/green/blue RCA cable to the corresponding HDTV VIDEO OUTPUT jacks on the back of the HDTV box. Connect the opposite ends of the RCA cable to the corresponding HDTV VIDEO INPUTS on the back of your HD television set.

3. Connect each of the color-matched ends of the red/white RCA cable in the same manner from the AUDIO OUTPUT jacks on the back of the HDTV digital cable box to the corresponding HDTV AUDIO INPUTS on the back of your HD television set.

CAUTION

AVOID HDTV SCREEN "BURN-IN"
Burn-in can damage HDTV displays that rely on a phosphor coating on the screen. Plasma TVs and Rear-Projection Cathode Ray Tube (CRT) TVs are the most vulnerable to burn-in. (LCD TVs are not susceptible at all.) It is less likely, but still possible with direct-view CRT TVs.

Burn-in is permanent. Take all precautions to prevent it. The only way to repair burn-in is to replace the CRT, which usually can cost about the same as your HDTV. Most manufacturers will not warrant the repair for burn-in. Time Warner Cable assumes no liability for screen damage caused by burn-in.

WHAT CAN CAUSE BURN-IN? Burn-in can occur when a static image such as a video game, stock or news ticker, or station logo remains onscreen for an extended period. Over time, these images can become etched into the phosphor coating, leaving faint but permanent impressions on-screen. Another burn-in risk can occur if you chose to size-down your screen when viewing non-HDTV programming. The black bars that appear on the sides of the picture can cause burn-in. For that reason, viewing non-HDTV in the "stretched mode" is a safer choice.

PREVENTING BURN-IN
The chance of burn-in can be reduced, or possibly eliminated, by properly adjusting the brightness and contrast settings. Always turn down contrast to less than 50%. Viewing standard definition programming in the stretched mode prevents burn-in from the black side bars. You will need to use the HDTV Remote Control to toggle between the standard video input and the HDTV (Component) input.

Some 4x3 aspect ratio TVs may display bars at top and bottom.

Digital Cable Troubleshooting | BASICS

Before you schedule an appointment, here are some things to check.

- Make sure your TV is on Channel 3 or the correct video input if you are using a converter.
- Is the wall power switch controlling electricity to your TV on? If not, turn the power on and wait 20 minutes for the converter to reprogram itself.
- Are your power cords in good condition?
- Are the cable connectors in the back of your TV securely attached?
- Is your TV set plugged into your converter and the converter plugged into an outlet?
- Are your remote control batteries fresh?
- Are the switches on your A/B Switch or TV remote control in the CABLE or "CATV" position AND the switch on your VCR in the TV position?
- Is the power to other electrical appliances on? If not, is there a power interruption in your home?
- Is your volume control turned up? Check the mute button on the remote control.
- Does your reception problem occur on all channels? If it is only on one channel, it is likely it is a temporary station problem and does not require cable attention.

Maintenance Outages

Technicians must periodically test and occasionally repair cable equipment. Cable repair may cause a temporary loss of service to a neighborhood. This repair work is usually conducted in the early morning hours, to minimize the inconvenience to our customers. If you experience an outage and call our Customer Service Department, you will be informed whether this outage is related to our maintenance program or whether it is a newly reported service problem. In either case, we will be working as quickly as possible to restore service.

Sun Outages

In March and October you may lose groups of channels temporarily at various times of the day. "Sun outages," or the migration of the sun over television satellites, can cause these disturbances. Normal service will be restored automatically as these natural occurrences resolve.

Please Call Before You Dig

It is important to call DIGALERT 1-800-227-2600 before you dig for assistance in locating cable and other underground utility lines. Visit their web site for further information: www.digalert.org.

Troubleshooting

Problem	Possible Solution
Set-top will not power on.	The set-top may have received a software update and may not power on while the new software is being installed. Try again in a few minutes. Verify that the AC power cord is connected to the set-top and an AC outlet. Unplug the set-top from the AC outlet, plug it back in, and then press the POWER button. If the set-top is connected to a switched outlet on another unit, verify that that unit is powered on. Unplug the power cord from the set-top's AC outlet, plug it back in, and then press the POWER button. Press the POWER button on the set-top front panel instead of the remote control. The batteries in the remote control may be depleted.
Remote control does not work.	Verify that the remote control is in "Cable" mode. Verify that there are no obstructions between the remote control and the set-top. Aim the remote control directly at the set-top front panel, not the TV or VCR. The angle between the remote control and the set-top may be too large. Stand in front of the set-top and not too far to either side. Press and release operation keys one at a time, firmly and deliberately. Try changing channels using the buttons on the set-top front panel. Check the batteries in the remote control. Install new batteries if needed.
No audio when viewing cable channels.	Verify that the MUTE button on the set-top or the remote control has not been pressed. Press MUTE on the remote control to restore sound. If the set-top audio output is connected to the TV, verify that the Mute button on the TV has not been pressed. If the set-top audio output is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and the MUTE button on the receiver has not been pressed. Verify that you have the correct cables for the audio ports. Verify that the audio cables are firmly connected between the set-top and the TV, VCR, or home theater receiver.
No audio from center and/or surround speakers of home theater receiver connected to set-top.	Not all Dolby Digital programs feature full 5.1 surround sound. In some cases, the programs may only contain left and right stereo audio. Verify that the S/PDIF cable (coaxial or optical) is firmly connected to the set-top and the home theater receiver. Verify that the home theater receiver is set to a surround sound audio mode (Dolby Digital, Dolby Pro Logic®, or Dolby Pro Logic II.) Verify that the receiver is properly configured to work with all connected speakers.
There is no video on the TV screen.	Verify that the TV is powered on and set to the appropriate input source for the set-top. Verify that the set-top is powered on and tuned to an authorized cable channel. Verify that the coaxial cable is firmly connected to the set-top and the wall jack. Verify that all video cables between the set-top and the TV are firmly connected. If the set-top video output is connected to a home theater unit, verify that the home theater unit is powered on and set to the appropriate input source.

ROAD RUNNER HIGH SPEED ONLINE

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High Speed Online | Getting Started

Road Runner High Speed Online is an award-winning service brought to you exclusively by Time Warner Cable. In fact, for the fifth year in a row, Road Runner is at the top of PC Magazine's Reader Satisfaction Survey for superior Broadband service. We're proud to offer you a unique experience that gives you the power to do more online.

Road Runner High Speed Online is bringing the Internet to life! Online activation is fast and easy! **Begin now by going to activation.rr.com.** You can also activate your Road Runner in Spanish by visiting www.rr.com/bienvenidos.

- Road Runner Standard is 7x faster than 768K DSL
- Free Anti-Virus, Anti-Spam, Anti-Spyware, Pop-up Blocker and Firewall Protection
- No tied up phone lines – talk and surf the net at the same time
- Award-winning 24/7 customer support

BEFORE YOU START

Using the **Road Runner Activation Wizard** takes on average five or ten minutes. For the most part, all you have to do is click CONTINUE.

The Road Runner Activation Wizard will:

- Confirm that your computer meets the minimum system requirements listed on the next page.
- Confirm your network settings for Road Runner service.
- Download Flash (a software used with Road Runner Service), if necessary.
- Configure your Web browser and e-mail program.
- Test your connection to Road Runner Download.
- Download the Road Runner Medic desktop self-help application.

System Requirements

Computer minimum system requirements for using Road Runner High-Speed Online service. (Effective 6/2008)

PC

Operating System
Windows 2000/XP/Vista

Processor
Pentium-class *(or equivalent) 450 MHz (800 or greater is recommended)*

Memory
128 MB (256 MB recommended)

Free Hard Drive Space
300 MB (500 MB recommended)

Network Capability
Ethernet card with RJ45 connector, or Open USB port

Browser
Internet Explorer 6.x

Other
CD-Rom drive required, sound card and speakers recommended.

MACINTOSH

Operating System
OS X 10.2 and above

Processor
PowerPC or Intel Dual-Core Processor

Memory
32 MB physical RAM with Virtual Memory set to at least 40 MB *(64 recommended)*

Free Hard Drive Space
300 MB *(500 MB recommended)*

Network Capability
Ethernet card with RJ45 connector

Browser
Safari 1.x

Other
CD-Rom drive required, sound card and speakers recommended.

NOTES

- Road Runner will provide support for earlier releases of Windows and Macintosh (10.x and higher) on a best-effort basis only, and cannot guarantee optimal performance.
- Not all Road Runner products and services are available to customers using the Microsoft® Windows Vista™ operating system.
- Please note that your computer system, as well as certain broadband services, may require resources beyond Road Runner's minimum standards.

Customer Support
If you have any questions or problems with your Road Runner Internet please visit **help.rr.com.**

Road Runner Self-Installation

Installing Road Runner High Speed Online is quick and easy using the Activation Wizard.

Before you are able to activate your Road Runner High Speed Online account, you must have the following information on hand, provided by your Time Warner Cable office:

1. User name

2. Password

3. Account Number

When you are ready to begin, access the Activation Wizard at **www.activation.rr.com** and click on the link that best describes you. The Road Runner Activation Wizard is available to PC and MAC users, MAC users should use the Safari browser.

ROAD RUNNER
Activation Wizard QA
Welcome to the Road Runner Activation Wizard
Use the Activation Wizard to configure your Road Runner email account in your email application (such as Outlook or Outlook Express), and to set your browser home page to the Road Runner service. If you are using Windows XP, you must have administrator privileges to run Activation. Click here if you would like to visit the Road Runner service or select close to exit Activation.
If you want to proceed, please choose one of the links below to get started and thank you for choosing Road Runner High Speed Online!
I am a Time Warner Cable Road Runner customer. (Including former Comcast and Adelphia customers)
I am a Bright House Networks or Insight Road Runner customer.
I am a cable technician installing Road Runner.
Please note: Activation is currently not compatible with the 64-bit version of Vista. Users with the 64-bit version of Vista will need to manually configure their computer settings for Road Runner. Please visit http://help.rr.com or call you local Time Warner Cable office for additional help.
TM & © Warner Bros. Entertainment, Inc. (s06)

NOTE:

- If you are running RR Activation on Windows XP, the Windows User ID must have administrator privileges to update your browser and e-mail program.
- The Activation Wizard is not available to customers using the Microsoft® Windows Vista™ operating system. The Wizard will prompt you with instructions for activating Road Runner on a computer running Vista.

The Road Runner Activation Wizard will walk you through the process step by step. Just follow the prompts when indicated and don't forget to click "Accept" for the Subscriber Agreement.

The Activation process is quick and smooth. On occasion, however, it is possible that a few snags may be encountered. This would happen if:

- You computer does not have the supported browser software.
- Your computer is not connected to the Internet.
- Your computer's Operating System needs to be upgraded.
- You computer does not have enough memory.
- Your compute does not have enough free disk space.
- You did not accept the User Agreements.
- The e-mail test failed.

If you encounter one of the above situations during your online activation, a screen will appear that notes the issue and offers actions to take. If you are unable to remedy the situation by taking the suggested actions, please call our Customer Care Center at 1-888-TW-CABLE.

Personalizing Your Road Runner

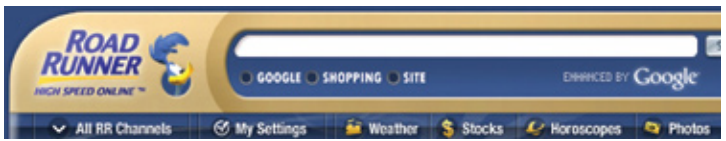
Road Runner allows you to personally tailor your online experience. Not only does Road Runner offer the most current information in news, music, sports, health and technology, but you can also customize everything from sound effects to stock tickers on your Road Runner homepage.

Here's how you can make Road Runner uniquely yours!
First make sure browser is on the www.rr.com website.

Log in to your Road Runner account by selecting the *Click to Log In* button on the left side of the home page.

After entering your full Road Runner e-mail address and password, click the *Log In* button.

Log In
broadband | 07
High Speed Online
Road Runner 2007 Broadband Platform
RR e-mail
@san.rr.com
What's My RR e-mail?
Your user name is your Road Runner email address, somebody@va.rr.com or somebody@roadrunner.com
Password
I Don't Know My Password
If you do not know your Road Runner email address password, click here for help.
CLOSE
LOG IN



Next, click on *My Settings* (in the top left corner of the Road Runner page).

Now you can set your personal preferences for:
- Weather
- Your local area
- Sound effects
- Voice mode
- Stocks
- Horoscopes
- Pod content
- Viewing mode

Content

Road Runner is organized into customizable pods that can be displayed in various ways. Any pod that has the • symbol in the bottom right corner can be customized. Clicking the • symbol will allow you to set pod content, viewing modes and transitions.

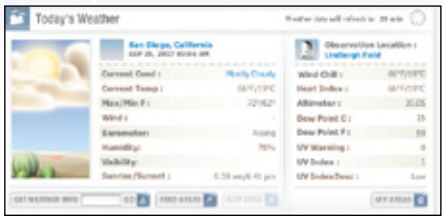
(Note: Not all pods are customizable.)

Customization • symbol is shown here.

Personalizing Your Road Runner

Weather

With Road Runner, you can get up-to-the-minute weather information in your area, plus up to seven locations, so you are never caught without your umbrella, sunglasses, or snow boots. You can add locations by zip code or city name in the *My Areas* box in the weather section.



Stocks

Road Runner allows you to check your stock information any time you want! Just click on the *Stocks* button and you can add an unlimited number of stock ticker symbols. The latest numbers are just a click away.

Horoscopes

Get your daily horoscope with Road Runner. Click *Select Sign* in the Horoscopes area to choose your sign. Your horoscope is updated daily.

Maps and Directions

With Maps and Directions you can search addresses and points of interest (parks, museums, airports etc.) and get driving directions. Road Runner gets you where you need to go.

Locations, Sound Effects and Voice Mode

From *My Settings* you can control sound effects, voice mode and transitions to customize your Road Runner. You can also set a location for city and state in the Divisions pod so that you receive news and sports specific to your location.

Communication Tools

Road Runner offers a number of ways to keep you in touch at all times. Whether it's accessing your email from another computer for business or organizing family photos, Road Runner has all the tools you need!

Road Runner Email

Your Road Runner service comes with one master email address and can be easily configured to support several more. A master account was established as part of your sign-up process and it includes one email address with a user name and password.

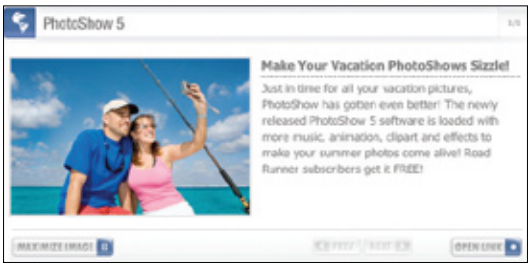
The master account holder can also create sub-accounts for others users by visiting help.rr.com and clicking Account Management. Everyone who uses Road Runner in your home can have their own email address and customize Microsoft Outlook® to receive their email.

For further information on how to configure and use multiple sub-accounts with Microsoft Outlook® or to get the specific server settings of your email program, please visit help.rr.com/email.

Web Mail

Road Runner email can go wherever you go! Thanks to Web Mail, you can access your Road Runner email anywhere. All you need is a computer with an Internet connection and Web Browser.

You can access Web Mail through the Road Runner service or by typing the Web Mail address for your location into a Web Browser. Once you're logged in, the Web Mail application will alert you to new messages as they are received.


PhotoShow 5
Make Your Vacation PhotoShows Sizzle!
Just in time for all your vacation pictures, PhotoShow has gotten even better! The newly released PhotoShow 5 software is loaded with more music, animation, clipart and effects to make your summer photos come alive! Road Runner subscribers get it FREE!

PhotoShow Deluxe™

Get started making fun, personal PhotoShows to share with your friends and family. Quickly turn your digital photos and videos into rich, entertaining experiences that combine broadcast-quality credits, captions, transitions, special effects and animations with a great musical soundtrack. They are incredibly easy to create and can be viewed and enjoyed almost anywhere.

PhotoShow 5 automatically imports and organizes all your photos and videos into intuitive, searchable albums so you can always find any photo or video. Editing is a snap, too. With our full set of professional-quality editing tools, you can eliminate red-eye, crop, rotate, adjust levels, edit clips, and more – quickly and easily.

Video Mail

The newest way to communicate face-to-face with friends and family! All you need is your PC, Video Mail software, and a broadband connection. The new version of Video Mail allows users to share animated greetings, movie shorts and funny videos, or upload their own video, without the need for a webcam.

Communication Tools | CONTINUED

Remote Access Dial

Register for Dial Access now and on your next trip, whether for business travel or pleasure, you can use Road Runner's Dial Access to connect to the Internet and Road Runner email.

Follow these simple steps.

1. Register for Dial Access at www.rr.com using your Road Runner master email account and password.
2. Click on "Download" to install either the Windows or Mac compatible Dial Access dialers on your laptop computer.
3. Click on "Access Number" to find local calling numbers for your travel destination. Road Runner offers hundreds of numbers in all 50 states and Washington, DC.
4. Add the local calling numbers to your Dial Access Dialer.

You'll have access to 4000+ local phone numbers throughout the United States

Be sure to configure the dialer before you travel so that you have local dial-up numbers when you are on the road. For more information about Remote Dial Access, go to: dialaccess.rr.com

Road Runner Instant Messenger

The easy way to keep up with your online friends… Instantly! Road Runner Instant Messenger (powered by AOL Instant Messenger℠) lets you exchange messages with friends and family and has full chat capabilities, BUDDY LISTS™, emoticons, away messages and much more.

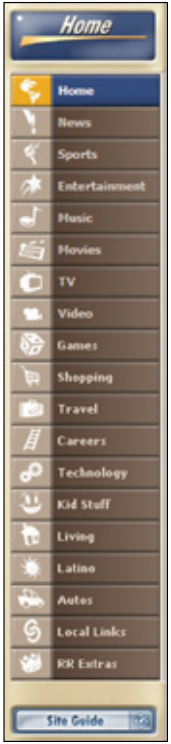
- Direct IM
- Encrypted IM
- IM Forwarding
- Buddy Icons
- Multiple Screen Names
- Enhanced File Transfer
- Expressions
- RR Today

To begin using this fun feature, or to create a new user profile, simply click on the Technology channel and select Downloads. Then, in the Applications pod, click "Open Link" to download.

Special Interest Content Areas

Road Runner delivers something for everyone! Access the best content on the Internet when you log on to the Road Runner homepage. You'll find everything from sweepstakes and contests to real estate information and educational games for children, plus the best links to your favorite shopping sources — all at your fingertips.

- RR Extras: The RR Extras channel offers Road Runner customers the hottest promotions, sweepstakes, contests and special offers.
- Kid Stuff: Youthful users will be stimulated by the educational and entertaining animated videos with quizzes — BrainPop is great for children and parents. Five FREE movies a month!
- Real Estate Sub-Channel: Find an apartment, home, realtor and mortgage rate, or read articles to help you buy or sell a home — all within the Living Channel.
- Technology Channel: This high-tech channel provides RR customers comprehensive information to help meet their technology needs. It features top technology headlines and videos, software downloads, the latest gadgets and featured content from CNN℠, CNET, AP, Audible® and more.
- Games: For the game lover, this channel is sure to provide hours of online fun! Free and pay games are available to customers.
- NASCAR.com TrackPass℠: Special access to premium NASCAR news and videos within the RR Sports Channel.



Internet Security Tools

Road Runner wants customers to have a safe and secure online experience, so an entire area has been dedicated to online safety.

RR Security Center

Road Runner offers timely information and tools regarding online security threats such as phishing scams, ID theft and virus alerts. This comprehensive Internet Security Suite includes:

- Anti-Virus software to block and remove viruses
- Firewall with pop-up blocker to prevent unauthorized access to your PC
- Anti-Spyware program to direct, remove and prevent malware from being installed on your computer
- Anti-Spam program that integrates with your mail client to prevent unwanted emails

The Security Suite can be downloaded from the Security channel on www.rr.com or through help.rr.com.

New Parental Control

Road Runner is pleased to offer PureSight® Parental Control.

PureSight® is an easy-to-use parental control solution that allows you to monitor and restrict access to websites that you feel may be inappropriate for kids or adolescents. It comes with nine established contact filters (such as Adult, Drug and Weapon related sites) – or you can block/allow specific sites by address.

If you share your Road Runner with your kids and would like to make the whole family's Internet experience safer, sign up for PureSight® today at www.rr.com – it's free to all Road Runner subscribers.

The free Security Suite and Parental Control software can be downloaded from the RR Security Center, the Technology Channel or through help.rr.com.

Troubleshooting | BASICS

Here are some tips on how to better understand your cable modem.

Connection Results

Typically, if all connections are properly set, the lights on the front of the cable modem will go through a series of actions, and different lights will flash while the final connection is being established.

Once connected, lights will illuminate, indicating that your connection is functioning properly. For general information on functions of your cable modem lights use the following Modem Lights/Indication table below to help identify the functions.

Troubleshooting Tips

- **Check coaxial cable at the modem and outlet.**
  If the connection on your coaxial cable becomes loose at either your modem or the cable outlet, you will not be able to send or receive data. Secure the connection.

- **Check Ethernet or USB cable connections**
  If your Ethernet cable or USB cable becomes loose at either your modem or your computer, you will not be able to send or receive data. Secure the connection.

- **Confirm a Cable Signal.**
  Confirm that your cable signal is active. If you have cable television service, confirm that you are receiving the signal and that the channels are clear.

MODEM LIGHTS	INDICATION
POWER	Steady green usually means the modem is on.
CABLE, SYNC OR BLOCK SYNC	Steady green usually means modem is connected to the cable. Internet network. Usually flashes during initial synchronization. Off means no cable connection (call Technical Support at 1-888-TW-CABLE).
PC OR LINK	Steady green means connection to the computer is working. Off means the computer is turned off or not connected. Some modems do not have this light or an equivalent.
DATA OR ACTIVITY	Flashing or blinking green means data is flowing through the modem. Some modems have a separate light (RD or RX, for example) that indicated when your modem is receiving data as well as a light (TD, TX or SD, for example) that indicates when your modem is transmitting data.
TEST OR ERROR	Normally off. May flash during initial self-test or software downloading. Steady light usually indicates some failure of the modem or the network.
STAND BY	This light should be off. If lighted, indicates no activity between computer and modem. Call Technical Support at 1-888-TW-CABLE.

Troubleshooting | CONTINUED

Power Cycling Your Modem

Given that your modem is always on, normal occurrences such as power interruptions, network maintenance or electrical storms, can cause its memory to collect errors. Over 90% of the time, power cycling your modem can clear these errors and restore your connection. Before calling Customer Care, please try these simple steps:

1. Turn your computer off.
2. Locate the black power cord on the back of your cable modem and unplug it from the electrical outlet.
3. Wait 30-45 seconds.
4. Plug the power cord back in.
5. The lights on the cable modem will flash for a few minutes as it connects to the Road Runner network.
6. When the lights are solid, turn on your computer.
7. That's it! Your connection should be restored.

If you are still having problems with your connection contact Customer Care at 1-888-TW-CABLE.

What If You Forget Your Password?

In many cases, when you forget your password you can reset it yourself at www.rr.com. All you need is your complete email address and Cable Modem ID: the 12 digit alphanumerical identifier printed on a sticker on the bottom or back of your cable modem. You can go to help.rr.com/password and follow the online instructions.

Security Precautions

General Operating Guidelines

- Be sure to install Internet Security Suite, it's FREE with your Road Runner subscription.
- Disable File and Print Sharing on your computer unless you are on a home network.
- Don't open email attachments or download files from unknown sources.
- Don't run Web, FTP or other servers on your computer.
- Keep current all security patches and fixes for your particular computer's Operating System.
- Do not run servers on your computer that allow access to untrustworthy users on the Internet. These services include mail or game servers.

HOME PHONE

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Welcome to Home Phone

Unlimited local and long distance calling for one low monthly price. Choose from two calling plans, Nationwide, or In-state. Make a lot of international calls? Add International OnePrice® Calling to your Nationwide Calling plan and save.

Congratulations!

You've made the switch to Home Phone and are now connected to the reliability and clarity of Time Warner Cable's technology for your home phone service. You will appreciate the value and simplicity offered with Home Phone service.

Your benefits include:

- Unlimited calling from your home to anywhere in the U.S., Canada and Puerto Rico
- All the calling features you want: Caller ID, Call Waiting, Call Waiting ID, Call Forwarding, Speed Dial, Anonymous Call Reject and more
- Special discounts for Time Warner Cable Video and/or Internet customers
- Caller ID on TV for customers with Digital Cable
- One bill from one company you can call locally for assistance
- International OnePrice®: Call more than 100 countries, including Mexico, Philippines and United Kingdom for one low price
- Enhanced 9-1-1 service delivers your address and phone number to emergency responders
- Voice Mail service can be added for a minimal monthly charge

Home Phone Support

Home Phone Support is available 24 hours a day, 7 days a week. Call toll-free **1-888-TW-CABLE** or dial 611 from your home phone for Information about Time Warner Cable services or for support. Phone specialists will respond to your questions and concerns promptly when you e-mail us at **phonesupport@twcla.com.** For further information, store and payment center locations see our website (www.timewarnercable.com/socal).

Calling Features

Caller ID

Caller ID allows you to see who's calling before you answer the phone. If your telephone has a display screen, the name and telephone number associated with an incoming call will appear on the screen.

How to use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your Caller ID display screen.

Notes:

- Caller ID requires a display telephone or an add-on display unit.
- If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number before placing the call.
- If "unknown name," "unknown number," "out of area" or "O" appears, the caller is in an area that does not support Caller ID services.

Caller ID on TV

If you have Home Phone and Digital Cable you can use Caller ID on TV. This feature allows you to see the name and telephone number associated with an incoming call on the upper left corner of your television screen.

To turn Caller ID on TV On/Off:

1. Press SETTINGS on your remote control.
2. Highlight Caller ID and press SELECT to turn Caller ID On/Off.

To view the last 10 calls you've received:

1. Press SELECT on your remote control.
2. Scroll down to Received Calls.
3. Press SELECT to view your last 10 calls received.

To delete a call or all calls from the RECEIVED CALLS screen:

1. Press the SETTINGS button on your remote control.
2. Scroll down to Received Calls and press SELECT.
3. To delete a call press SELECT. Or to delete all calls, press "A" on your digital remote. Confirm prompt screen by pressing "A" again.

Call Waiting

Call Waiting alerts you when another caller is trying to reach you while you're already on the phone.

How it works:

A special tone alerts you to a waiting call; the person calling you hears normal ring tone.

To answer a waiting call:

1. While you're on the phone, a special tone tells you a second call is waiting.
2. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

To alternate between callers:

1. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

Calling Features | CONTINUED

To end either call:

1. While on the phone with the caller you want to disconnect, hang up the phone.
2. Your phone will ring.
3. When you answer, you'll be connected with the caller you placed on hold.

Call Waiting ID

Call Waiting ID combines Caller ID and Call Waiting and lets you use your telephone without missing other calls. A special tone alerts you to a waiting call and you also receive a visual display of the name and number of the person calling on your Caller ID display unit. This puts you in control of which calls you'll accept.

Call Forwarding *72

Call Forwarding allows you to forward your calls to an alternate number.

How it works:

- Dial (*) 72; listen for three short beeps and then a dial tone; enter the 7 or 10 digit number (dialing 1 first whenever it applies) where you want calls to be forwarded and wait for the confirmation tone.
- After the confirmation tone, the system will automatically place a courtesy call to the forward-to number. If the forward to party answers the courtesy call, the feature is activated.
- If the forward-to line is busy or there is no answer to the courtesy call, the feature is non-activated. You can still activate Call Forwarding by repeating the activation procedure within two minutes of the first attempt.
- You will hear an error message if the forward-to number is invalid. Calls will continue to forward to the chosen number until deactivated.
- If you have Voice Mail, your calls and calls that would normally transfer into Voice Mail will continue to go to the forward-to number thereby bypassing Voice Mail.

Cancel Call Forwarding *73

You must remember to deactivate Call Forwarding by dialing (*) 73 and wait for the deactivation confirmation tone.

Caller ID Blocking *67

Caller ID Blocking allows you to temporarily change the permanent public/private status indicator of your phone number. Dial (*) 67 before dialing a phone number to block the availability of your Caller ID information.

NOTE: Voice Mail subscribers who activate this feature along with Anonymous Call Reject must use their Voice Mail access number, instead of their home phone number, to access the Voice Mail system from home.

Cancel Call Waiting *70

Cancel Call Waiting allows you to disable the Call Waiting feature for the duration of a telephone call. Dial (*) 70 before dialing a phone number to disable the Call Waiting feature.

Speed Dial *74

Speed Dial allows you to call frequently dialed phone numbers using just one digit. Dial (*) 74; listen for a stutter tone and choose a digit from 2 to 9; enter the 7 or 10 digit number (dialing 1 first whenever it applies) that you wish to be able to speed dial and wait for confirmation tone. Press the chosen digit (from 2-9) followed by the (#) key and the system will speed dial the telephone number that correlates to the chosen digit. You can store up to eight numbers at one time. To change any of the

Calling Features | CONTINUED

stored numbers simply repeat the process with the new desired telephone number.

3-Way Calling

3-Way Calling allows you to add a third party to an existing conversation. To make a three-way call simply place your first call. Once connected, hit the "FLASH" button to put your first call on hold. When you hear the new dial tone, place your second call. Once connected to your second call, hit the "FLASH" button again to connect all three parties (you, and your first and second calls).

NOTE: If you don't have a FLASH button, press "TALK" or the "Switch Hook" push button on your phone.

Anonymous Call Reject – ACR *77

ACR allows you to block unwanted calls from callers who restrict sending their caller ID information such as "Anonymous" callers. Dial (*) 77 to activate and wait for the confirmation tone; all unidentified calls will then be rejected. You must Dial (*) 87 to deactivate this feature.

NOTE: Voice Mail subscribers who activate this feature along with Caller ID Block (*) 67 must use their Voice Mail access number, instead of their home phone number, to access the Voice Mail system from home.

Additional Charges Blocking (ACB)

Additional Charges blocking (ACB) gives you the ability to block ALL outbound calls that could result in additional Home Phone service charges (such as "0" calls to the operator, calls to 900/976 numbers, calls to 411 and international calls). There is no cost to activate or deactivate this service. If you are interested in activating ACB, please contact customer service.

NOTE: When ACB is activated you will not be able to contact the operator by dialing "0" but must instead dial 9-1-1 to request help in an emergency.

Caller ID Restore *82

For those who have their outgoing Caller ID blocked, Line Blocking Deactivation allows you to override your Caller ID privacy status. Dial (*) 82 before dialing a phone number to allow the party you are calling to view your Caller ID information.

Rapid Voice Mail Access *98

If you are a Voice Mail subscriber you can use *98 for quick access.

Enhanced 9-1-1

In an emergency, it's hard to remember more than "9-1-1." Enhanced 9-1-1 automatically transmits your address and phone number to emergency service providers.

- The voice-enabled cable modem used to provide Home Phone service is electrically powered and, in the event of a power outage or a Time Warner Cable network failure, Home Phone service, including the ability to access Enhanced 9-1-1 services, will not be available.

- The Home Phone Terms of Service prohibit you from moving your voice-enabled cable modem to a new address. If your modem is moved to another address, Enhanced 9-1-1 services will not operate properly because 9-1-1 operators will not be able to accurately identify the caller's location in an emergency. If you would like to establish service at a new location, you must call Time Warner Cable.

Voice Mail

Instructions

The following instructions are for Time Warner Cable Home Phone customers who subscribe to the Voice Mail feature. You can add Voice Mail for an additional monthly fee.

Setting Up Your Voice Mail Account

You will need to set up your Voice Mail before it will be ready to receive messages. Voicemail prompts are available in English or Spanish.

Personalizing Your Voice Mail

1. Enter your Home Phone telephone number.

2. The Voice Mail system will ask for your temporary Personal Identification Number (PIN) — which is the last 4 digits of your Home Phone telephone number.

3. The Voice Mail system will then prompt you to select a 4 digit Personal Identification Number (PIN) and to press the (#) key. Select a PIN that is easy to remember, but difficult for someone else to guess. Please note that your PIN cannot contain # or *. The Voice Mail system will ask you to verify your PIN by entering it a second time and pressing the (#) key.

Note: Home Phone allows you the option to access your Voice Mail without using your PIN. This option (PIN SKIP) is automatically enabled when accessing your Voice Mail system from home. If you would like to disable PIN SKIP simply access the Voice Mail system and dial 4-3-2-2. Should you like to re-enable PIN SKIP you can also dial 4-3-2-2; the system will always tell you the status of PIN SKIP and you can decide when to enable or disable this feature.

4. The Voice Mail system will prompt you to state your name and press the (#) key. If multiple people use Home Phone, you should record a name that represents all individuals in the home. For example, “Sam and Rebecca” or “The Smith Family.”

When completed you may:

- Press the ‘1’ key to use the recording of your name.
- Press the ‘2’ key to listen to the recording of your name.
- Press the ‘3’ key to record your name again.

5. The Voice Mail system will ask you to record a greeting followed by the (#) key. This is the greeting callers will hear when you are unable to answer the phone.

- Press the ‘1’ key to use the recording of your standard greeting.
- Press the ‘2’ key to listen to the recording of your standard greeting.
- Press the ‘3’ key to record your standard greeting again.

6. Once your Voice Mail account set-up is complete, you will have the opportunity to listen to the main menu, or, if you are finished, simply hang-up to exit. You may also exit by pressing (*) 9.

Voice Mail | CONTINUED

Retrieving Voice Mail Messages *98

The following instructions will guide you through the process of retrieving your Voice Mail messages. There are three possible ways to access your Voice Mail: by dialing (*)98, your own Home Phone telephone number or the Voice Mail access number 1-888-657-4572. You can retrieve messages from your Home Phone at home or, while you are away from home, using any touch-tone phone.

At Home Using Your Home Phone

1. Lift the handset of your phone.
2. A stutter tone means you have a Voice Mail.
3. Dial (*)98 or your 7- or 10-digit home phone number and wait for your Voice Mail to answer.
4. The Voice Mail system will tell you how many new messages you have.
5. Press the '1' key to listen to your messages.

Note: Customers are no longer required to enter their four-digit PINs to retrieve messages at home. While this is a great time-saving feature, PIN SKIP significantly decreases the privacy protection and security of your Voice Mail. If you would like to disable PIN SKIP, simply access the Voice Mail system and dial "4322" following the prompts.

Away from Home Using Any Other Phone

(Dialing your Home Phone Number)

1. Dial your 7 or 10 digit Home Phone number.
2. Wait for your call to go into the Voice Mail system; you will hear your Voice Mail greeting.
3. Press the (*) key.
4. Enter your PIN followed by the (#) key.
5. The Voice Mail system will tell you how many new Voice Mail messages you have.
6. Press the '1' key to listen to your messages.

Away from Home Using Any Other Phone

(Dialing your Voice Mail Access Number)

1. Dial the Voice Mail access number 1-888-657-4572.
2. Enter your 10-digit Home Phone number and press the (#) key.
3. Enter your PIN followed by the (#) key.
4. The Voice Mail system will tell you how many new Voice Mail messages you have.
5. Press the '1' key to listen to your messages.

Managing Your Voice Mail Messages

When you have finished listening to your Voice Mail messages, there are several options available to manage them. The following directions describe these options.

Saving a Voice Mail Message

Once you have listened to a message, you have the option of saving it.

1. If you want to save the message, press the (#) key immediately at of the conclusion of the message.
2. The Voice Mail system will save the message and begin playing the next message.

Replaying a Voice Mail Message

Once you have listened to a message, you have the option of replaying it.

Voice Mail | CONTINUED

1. To replay a message, press the '1' key at any time during the message.
2. The Voice Mail system will replay the message.

Marking a Voice Mail Message as New

Once you have listened to a message, you have the option of marking the message as new. You may also mark messages that you have previously saved as new.

1. To mark a message as new, press the '6' key immediately after listening to the message.
2. The next time you access Voice Mail, the message will be presented as though it were a new message. You may also mark previously saved messages as new.

Rewinding a Voice Mail Message

While you are listening to a message, you can rewind the message several seconds.

1. To rewind the message several seconds, press the '7' key at any time during message playback.
2. The message will rewind several seconds and begin playing again. Press the '7' key continually or simply press the '1' key to completely rewind the message.

Advancing a Voice Mail Message

While you are listening to a message, you can advance the message several seconds.

1. Advance the message several seconds by pressing the '9' key at any time during playback.
2. The message will advance several seconds and begin playing again.
3. Press the (#) key to advance to the end and save the message.
4. Press the '3' key to advance to end and delete the message.
5. Press the '6' key to advance to the end and save the message as new.

Deleting a Voice Mail Message

Once you have listened to a message, you have the option to delete it.

1. If you wish to delete a message, press the '3' key at any time during the message.
2. The message will be erased.

Retrieving Deleted Voice Mail Messages

1. If you have accidentally deleted a Voice Mail message, press star (*) 7 immediately to return to the deleted message.
2. If you have chosen to delete a message, that message will be temporarily stored in saved messages until you end the session and hang up the phone.

a. If at a later time during the session you wish to recover a message you've chosen to delete, you can review deleted messages by pressing the '1' key from the main menu. When you hear the message you wish to recover, you can either save the message by pressing the (#) key or mark it as new by pressing the '6' key. For more information, including the latest updates to our service, or to order Voice Mail please visit www. timewarnercable.com/socal.

FAQs

Q: Can I have all the phones in my home connected to Home Phone Service?
A: Yes, all of the phones in your home can be connected to Home Phone Service.

Q: Can I get discounts with Home Phone Service?
A: Yes. Call 1-888-TW-CABLE for significant savings when you bundle services.

Q: Can I disconnect my current phone service once Home Phone Service has been installed?
A: Yes. If you keep your current telephone number you do not need to contact your current phone service provider. You will continue to have service from your current phone provider until we complete your Home Phone Service installation. Once your Home Phone Service installation is complete and your phone number is successfully transferred, we will contact your current phone service provider to ensure your previous phone service is disconnected.

If you receive a new telephone number from Time Warner Cable, and no longer require phone service from your current phone service provider, then you will need to contact your current phone service provider to disconnect your current phone service. We recommend that you disconnect your current phone service after the Home Phone Service installation is complete so that you are not without phone service.

Q: Why am I still receiving bills from my former phone company?
A: You may have switched phone service during the middle of your billing cycle with your former phone company. Based on this, the carrier will send you a bill for the last days that you had service in order to close your account.

If you received a new telephone number from Time Warner Cable, you need to call your former telephone company to cancel your former phone service. If you did NOT call your former phone company to cancel your phone service, you may be receiving bills from your former phone company because they still consider you an active customer. Please call your former phone company to cancel your service.

Q: Will my monitored security system work with Home Phone Service?
A: Home Phone Service will work with most monitored home security systems. In the event that Time Warner Cable installs and configures Home Phone Service with your home security system, we recommend that you test the proper operation and communication aspects of the alarm system before and after your Home Phone installation.

Home Phone Service does not include backup power and, as in the case with an electric-powered home cordless phone, should there be an outage, Home Phone, including the ability to access 9-1-1 services, will not be available. Additional charges apply for taxes, fees, Directory Assistance, Operator Services and calls to International locations. Offer valid for residential customers in Home Phone serviceable areas.

Q: Can I add a second phone line to my Home Phone/Home Phone Unlimited California service?
A: Yes. With Home Phone second-line service you can easily add a separate phone line and telephone number. If you have standard Home Phone service on your primary line, you can get the same service on your second line for just an additional $29.95 per month. If you have Home Phone/Home Phone Unlimited California on your primary line, you can get Home Phone Unlimited California service on your second line for just an additional $24.95 per month.

NOTE: Standard Home Phone service is not available as a second-line option if you have Home Phone Unlimited California on your primary Line.

Q: Do I have to keep the Home Phone modem in a specific location?
A: If you are a current High-Speed Internet customer, then the installation will involve switching out your existing High-Speed cable modem for a new Home Phone modem. The modem should remain with your computer so that you can use it for High-Speed Internet access as well. A phone outlet needs to be nearby to complete a typical installation.

Q: Can I use Home Phone/Home Phone Unlimited California service for my business?
A: No. Home Phone/Home Phone Unlimited California are residential telephone services.

Q: How do I make a long-distance call with Home Phone/Home Phone Unlimited California service?
A: You don't need to do anything different when you place calls with Home Phone/Home Phone Unlimited California. Just dial as you normally would.

FAQs | CONTINUED

Q: Will my dial-up Internet Service Provider work with Home Phone Service?
A: At this time, Home Phone service does not include support of dial-up Internet calls. However, Time Warner Cable does provide a variety of data connection options to suit your needs. Please call Customer Service at 611 from your home phone to find out more. Time Warner Cable does install, support, and service our High-Speed Internet partners — Road Runner High Speed Online and EarthLink.

Q: What will happen to my DSL service when I switch to Home Phone Service?
A: If you are a DSL subscriber and you wish to have Home Phone Service on all of the telephone jacks in your home, then you will have to contact your DSL provider to disconnect your DSL service prior to your installation appointment for Home Phone Service. If you wish to keep your DSL service, then we cannot provide you with Home Phone service with whole-home wiring unless you maintain a separate analog phone line specifically for your DSL service.

Time Warner Cable recommends that you replace your DSL service with High-Speed Internet service from one of our High-Speed Internet partners (Road Runner or EarthLink).

Q: Can I use my High-Speed modem to access the Internet and talk on the phone at the same time?
A: Yes. Your High-Speed modem will allow you to access the Internet and talk on the phone at the same time because each feature of your modem is independent.

Q: Will Home Phone Service work with Home Networking?
A: Yes, Home Phone should have no impact on Home Networking.

Q: Will my fax machine work with Home Phone Service?
A: Yes, fax machines work with Home Phone service. If you have any problems sending or receiving faxes using Home Phone, please contact your local Time Warner Cable customer service.

Q: Will my answering machine work with Home Phone Service?
A: Yes. Answering machines will work with your service but we recommend Home Phone Voice Mail for callers to leave a Voice Mail when you are on the phone or choose not to answer. Voice Mail is available at a minimal additional monthly charge.

Q: Can I call 9-1-1 using Home Phone Service?
A: Yes, absolutely. Safety is an important consideration and Home Phone Service provides Enhanced 9-1-1 service automatically with your subscription. E9-1-1 transmits your address and phone number to emergency services, should you need to dial 9-1-1 from your home phone. Please note that Home Phone does not include back-up power and, as is the case with a cordless phone, should there be a power outage, Home Phone, including the ability to access 9-1-1 services, will not be available until the power is restored.

Q: Will I be provided with a detailed breakdown of my call activity with Home Phone Service?
A: Yes. You can access a detailed breakdown of your Home Phone call activity (excluding local calls) at www.timewarnercable.com/socal by clicking 'My Account'.

Q: Can I choose my own Long Distance Carrier?
A: By subscribing to Home Phone Service you are choosing Time Warner Cable to be your Long Distance Carrier and you'll receive unlimited long distance calling to anywhere in the United States, Canada and Puerto Rico plus unlimited local and in-state calling, for one low price.

Q: How do I make a long distance call with Home Phone Service?
A: There are no changes to how you make a long distance call with Home Phone Service. Just dial like you normally would. Of course, your long distance calling is unlimited so you can call anywhere in the United States, Canada and Puerto Rico any time of day or night without worrying about additional call charges.

Q: Are calls to U.S. Territories included in Home Phone's Unlimited long distance calling?
A: Calls to the following U.S. Territories are included in Home Phone's unlimited long distance calling: Guam, Puerto Rico, the Northern Mariana Islands and the U.S. Virgin Islands.

FAQs | CONTINUED

Calls to the following U.S. Territories are NOT included in Home Phone's unlimited long distance calling: American Samoa, Guantanamo Bay and the Marshall Islands. Rates for calls to these areas are competitive with other major long-distance providers. International calls to mobile devices incur additional charges.

Q: Can I make international calls with Home Phone Service?
A: Yes. You can make international calls with Home Phone Service and get our lowest rates without paying extra fees. Calls to international locations are billed at rates competitive with other major providers. And there are no changes to how you make international calls with Home Phone. Just dial like you normally would (example: 011 + country code + city code + plus the number of the person or company you are trying to call). International calls to mobile devices incur additional charges.

Check out our low international rates at www.timewarnercable.com. After the first minute, our low international rates are billed in six second increments, rather than billing a full minute when you only use a few seconds like most telephone companies charge (with exception to Mexico which is rounded up to the next minute). And there's no monthly fee just to have access to international calling, you only pay when you make an international call.

If you make frequent international calls, International OnePrice® Calling is now available. Visit www.timewarnercable.com/socal for details and to order International OnePrice®.

Q: Will I hear a difference in my long distance calls with Home Phone Service?
A: No. Although some customers have told us they receive a clearer connection with Home Phone Service, you should expect the same quality for your local, in-state and long-distance calls.

Q: Can I use my calling card for long distance calls with Home Phone Service?
A: Yes, but you may not have to use calling cards anymore. The Home Phone calling plan includes unlimited long distance calling in the United States, Canada and Puerto Rico for one low monthly price, so now your calling card may only be needed for calls away from home.

Q: Will I receive a separate bill for Home Phone Service?
A: No. Home Phone Service will appear as a line item on your Time Warner Cable monthly statement.

Additional charges for any calls made to international locations, Directory Assistance and Operator Services will appear on additional lines on the same bill.

Q: Can I receive collect calls with Home Phone Service?
A: Yes, you can receive collect calls as you normally would with the exception of calls from correctional facilities. Collect call charges will appear in a lump sum on your monthly bill in a line called Directory Assistance and Operator Services. Call detail is available to you at www.timewarnercable.com/socal by clicking "My Account."

Q: Does Time Warner Cable provide technical support for Home Phone Service?
A: Yes. A big benefit of Time Warner Cable is that you get complete support for all of our services just by contacting us. Contact us by calling 1-888-TW-CABLE or dialing 611 from your Home Phone service. You can also contact us by sending an e-mail to phonesupport@twcla.com.

Q: What if I have a problem?
A: For a problem with your bill or service, call Time Warner Cable at 1-888-TW-CABLE. If your concern is not resolved, ask to speak with a supervisor. If you are still not satisfied, contact the consumer hotline at the California PUC (Public Utilities Commission) or the FCC (Federal Communications Commission). The hotline staff will review rules with you, advise you of your rights, and, if needed, work with you and the company to try and resolve your problem. To contact the California PUC call 800-649-7570 or go to www.cpu.ca.gov. To contact the FCC, call 1-888-225-5322 or go to www.fcc.gov.

Q: What if my service is changed without my permission?
A: This is called "slamming," and it's illegal. If your local, in-state, or long distance service is switched without your permission, contact Time Warner Cable at 1-888-TW-CABLE the California PUC at 800-649-7570 or 213-576-7000, or call the FCC at 1-888-225-5322 or go to www.fcc.gov.

FAQs | CONTINUED

Q: Is there a phone number or website that I can call or visit to learn more about Home Phone Service?
A: You can call 1-888-TW-CABLE for answers to your questions or visit the Time Warner Cable website at www.timewarnercable.com/socal.

Q: How do I refer someone to Home Phone Service?
A: Refer customers to the Time Warner Cable website at www.timewarnercable.com/socal. Customers also have the option of signing-up online for the Home Phone service.

For more information, as well as the latest updates to our service, please visit our website at **www.timewarnercable.com/socal.**

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Service Procedures

Time Warner Cable uses the best electronic equipment and workmanship available to provide our customers with reliable service and high quality picture and sound.

Notice to All Time Warner Cable Customers

The California Legislature requires us to establish certain customer service standards and notify you of those standards upon installation and on an annual basis thereafter. Time Warner Cable is dedicated to providing its customers with a consistently high level of service. Listed below are customer service standards we pledge to provide.

Maintenance

In order to provide high quality service, our technicians must periodically test and occasionally repair our cable equipment throughout the cable system. Cable repair will cause a temporary loss of cable service to an entire neighborhood known as a "maintenance outage." If your cable is not working properly, contact Customer Service. If we are having a maintenance outage in your area, you will be informed when you call. If the problem is not being caused by maintenance, we should know immediately if there is a problem in your area. In either case, we will work as quickly as possible to restore service.

Sports Blackouts

Professional sporting events, both local and national, may be subject to blackouts per the league's broadcast rules. Due to these blackouts, not all programming and services will be available in all areas and programming may be subject to change.

"Adult at Home" Policy

Company policy is that our installers and technicians WILL NOT enter your home to perform any work if a responsible adult is not present. We realize this may cause an inconvenience for some of our customers, but we feel this policy is essential to protect both you and our employees.

Equipment

Time Warner Cable will repair and/or replace the equipment we use to provide your cable service at no charge. If you are experiencing problems, contact Customer Service to schedule a service call. Time Warner Cable does not repair personal equipment such as VCRs and televisions, and is only responsible for bringing service to the input of such equipment.

The converters we provide to our subscribers are and shall remain property of Time Warner Cable and must be returned to Time Warner Cable if service is discontinued for any reason, or if Time Warner Cable wishes to exchange converters. Failure to return a converter or damage of a converter may result in a charge being made against your account. Time Warner Cable will replace or repair your converter at no charge in the event of failure due to normal use.

Service Procedures | CONTINUED

Office and Telephone Hours, Location and Availability

Visit **www.timewarnercable.com/socal** or call **1-888-TW-CABLE** for cable store locations and hours.

Customers who would like to inquire about the status of their account, or would like to add, delete or change the services they receive from Time Warner Cable can contact us at **1-888-TW-CABLE**.

If a customer would like to make a payment over the phone, has a question about a scheduled appointment, or is in need of technical assistance with any of the services they receive from Time Warner Cable, our Technical Support agents are available to assist 24 hours a day/7 days a week/365 days a year.

Communications, Bills and Refunds

Time Warner Cable will provide its customers with a 30-day notice of any changes in programming services and rate adjustments. Monthly cable fees are payable in advance of each month's service and are payable until the date we receive notification to discontinue service. Bills are payable upon receipt and become delinquent on the next month's processing date. If we do not receive full payment for service, a late fee may be applied and service will be subject to interruption. If service is interrupted for non-payment, reconnection will require full payment of the amount owed plus a reconnection charge. Advance payment of a deposit and the next month's service fee may also be required. You may request that your deposit be returned after one year of good payment record. Payments not honored by the bank will be assessed a $20 returned payment fee. If you believe your statement contains a billing error, please contact us within 30 days of receipt of the statement in question. We will respond to all billing inquiries within seven business days. Checks not honored by the bank will be assessed a $20 returned payment fee. If you believe your statement contains a billing error, please contact us within 30 days of receipt of the statement in question. We will respond to all billing inquiries within seven business days.

TWC Signal Quality Assurance

Time Warner Cable is committed to providing quality service to its customers in compliance with Federal Communications Commission regulations. If you have a complaint relating to the quality of the television signal we deliver to your home, we would like to know. Please call our Customer Service department at 1-888-TW-CABLE. Your situation will be handled quickly and competently by a qualified service representative. In the event that you are not satisfied with the handling of your problem, you may direct your complaint to your local franchise authority.

Installations, Outages and Service Calls

Time Warner Cable maintains an after-hours outage detection system with standby technicians available 24 hours a day, seven days a week. Excluding those situations beyond our control, we will respond to service interruptions promptly, usually within one hour. Other service problems will be responded to within 36 hours during the normal workweek, unless a later date is requested. In the event of complete failure of service for a continuous period of 24 hours or longer, you will receive, upon request, a prorated adjustment to your monthly fee. The request for credit should be made within three days of the outage.

We will complete requests for the installation of Cable TV, Road Runner High-speed Internet, and Home Phone service within seven business days unless a later date is requested. Requests for custom wiring may require added time for scheduling.

Service Procedures | CONTINUED

Installation and Repair Time Frames (Seven days a week)

Mornings:	8:00 a.m. – 12:00 p.m.
Afternoons:	1:00 p.m. – 4:00 p.m.
Evenings:	4:30 p.m. – 6:30 p.m.

*Hours subject to change without notice.

If we fail to arrive for an installation within the appointment window selected, the installation is free. If we fail to arrive for a service call within the scheduled appointment window, the customer receives a $20 credit to his/her account upon request.

If at any time a technician is running late, we will attempt to contact the customer. Clearly marked vehicles provide easy identification of Time Warner Cable Field Employees. Photo IDs are provided upon request.

Home Wiring

You have options regarding the home wiring located within your dwelling that is used to provide cable service. Home wiring is the cable which runs from your TV set to a point approximately twelve inches outside of your dwelling unit. Home wiring includes extra outlets, splitters, connections and fittings or wall plates attached to the cable but does not include terminal devices such as converters, descramblers, A/B switches, parental lockout devices, and security devices.

Pursuant to FCC regulations, customers are given the option to acquire the home wiring within their home upon termination of cable service. However, even prior to termination of cable service, customers can remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of their dwelling as long as these actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your inside wiring in a way that may cause a violation of government regulations, or that impairs the integrity of the local cable system, such as creating signal leakage. In addition, you may not attach devices or equipment to the wiring that result in a degradation of signal quality to you or your neighbors.

If you choose to have us remove, replace, rearrange or maintain the wiring inside your home, you will be charged our regulated hourly service charge on a per-visit basis. Furthermore, we are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, home antennas, etc., which may be connected to the inside wiring in your home. We are, however, responsible for problems relating to any equipment that you lease from us, other than problems caused by tampering, neglect or abuse.

You also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or hiring a contractor to do the work for you. It is important that high quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. However, if improper materials or installation causes signal degradation and/or leakage, we may be required under federal law to terminate your cable service until the problem can be remedied.

Understanding Your Statement

Your First and Future Bills

About one week after installation you should expect your first bill. Please check it carefully to be sure that your name and address are correct, and the equipment and service you requested are accurate. Future bills will be sent on the same approximate date each month.

If you have any questions about your bill please contact an Account Management Representative at 1-888-TW-CABLE (available 24/7).

Billing Policy

Time Warner Cable bills in advance, therefore any change to your service made during the month, will be reflected on the next month's statement. This may occur if you add or remove service or equipment in the middle of a billing period. Payments received on or before the Date Due on your statement will ensure uninterrupted service. Payments that are not received by the due date are subject to Late Fees.

Your Monthly Statement

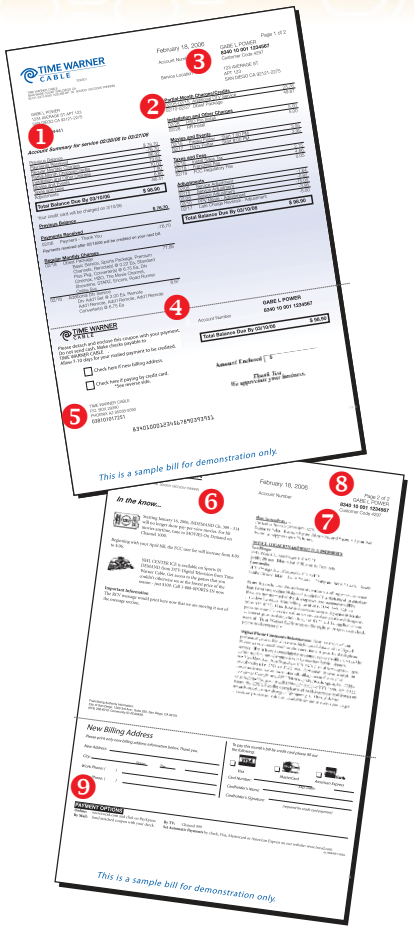
It's important to check your statement each month to be sure your address, phone number, account number and Account Details are correct. If you believe there is a billing error you must notify us within 30 days of receipt of the statement. Late charges will be applied after seventeen days past the previous month's delinquent dates.

Important Notices

When you receive your statement, be sure to look at the other information enclosed. Among the insertions could be special offers and discounts, important notices, programming highlights, channel changes, and other information.

Your Statement at a Glance

1. Your charges, payments and credits for this bill.
2. Details of transactions during this billing period.
3. Customer code.
4. Payment coupon for your convenience. Simply tear it off and mail.
5. Be sure our address shows in the return envelope window.
6. You'll find special events, news, promotions and savings opportunities.
7. How to reach us.
8. All Customer Service information.
9. Payment options.


TIME WARNER CABLE
This is a sample bill for demonstration only.
In the know...
New Billing Address
Payment Options
This is a sample bill for demonstration only.

Bill Payment Options

PAYXPRESS
Online bill payment from Time Warner Cable

Pay your bill online with PayXpress, a convenient, FREE service from Time Warner Cable. It's quick and simple. Just visit www.timewarnercable.com/socal/payxpress to register!

Pay in Person

Visit one of our convenient Service Centers to make a payment in person with one of our friendly Service Agents at any cable store location.

You can also drop off payments in our night drop box 24/7, located just outside our door at each Service Center. Please include your account number, along with your name and address. For your security, please do not drop cash payments.

Pay by Phone

Use your credit or debit card (no PIN number required) to pay your bill at your convenience via phone.

Call 1-888-TW-CABLE.

Pay by Mail

Or you can still pay your bill by mail using the return envelope included with your monthly statement. If you have misplaced your return envelope or bill stub, simply mail your bill payment to the following address:

Time Warner Cable
PO Box 60074
City of Industry, CA 91716-0074

When paying by mail, please use a check or money order, payable to Time Warner Cable. Make sure your account number is on your check or money order. For your security, please avoid sending cash through the mail.

Customer Guide to Cable and Home Entertainment Equipment (06/08)

An online version of this notice is accessible at www.timewarnercable.com/socal/customer under the Customer Service link.

CUSTOMER GUIDE TO CABLE AND HOME ENTERTAINMENT EQUIPMENT

With cable TV connected to your home entertainment system, you enjoy the best choice, convenience and value. Extra steps may be required for cable TV to work effectively with various equipment. This guide provides information about when cable TV is compatible with your equipment and when it may not be. If you don't find your particular situation described in this guide, please call us. (You'll find our phone number on the accompanying billing statement.) We'll work with you to determine the cable setup and equipment appropriate for your needs.

CONVERTERS ARE NECESSARY WHEN...

Some TV receivers and other consumer electronics devices directly connected to the cable TV system cannot tune to all of the unscrambled analog channels that we provide. (Either a digital set-top box or a CableCARD-equipped TV or other Unidirectional Digital Cable Product ("UDCP") is required to access digital cable services and/or scrambled analog channels; see discussion of such devices in the following section). For example, older TV sets with mechanical tuners typically cannot receive any broadcast stations or other channels other than VHF 2 through 13. Many "cable-ready" TVs, VCRs, and DVRs can receive all unscrambled analog channels, although some models may not be able to receive all of them.

In cases where a TV, VCR, or DVR cannot tune to all of the channels provided as part of your cable service, an extended tuner called a converter can be used to receive the channels and send them to a TV set ,VCR or DVR. Converters are available for a nominal fee from our company or may be purchased from a retail store (where available).

To help ease the confusion about whether a TV, VCR or DVR is really "cable-ready," the Federal Communications Commission will not allow TVs, VCRs and DVRs manufactured or imported for sale in the United States after October 31, 1994 to be marketed as "cable-ready" or "cable compatible" unless they meet certain bandwidth tuning and other performance standards.

ALL SCRAMBLED SIGNALS REQUIRE A DESCRAMBLER

Because all customers do not subscribe to every programming service offered, we may use scrambling technology to deliver a secure signal to authorized homes. Scrambling is a method of changing the components of an analog signal or encrypting a digital signal at the cable television transmission center (headend) to render it unviewable without an authorized descrambler.

The number of scrambled channels and service levels vary among different cable systems. Whenever customers subscribe to service levels or channels which are scrambled, they will need a descrambler - even if their TV is "cable-ready." For example, all Pay-Per-View and Video-on-Demand, and most digital programming, will require a descrambler. With a descrambler, customers may then choose from several different service options and often can change packages without the need for a home appointment.

In many cases, the descrambler and converter are incorporated in the same device, generally referred to as an "integrated" set-top box. In accordance with Federal Communications Commission rules, however, beginning July 1, 2007, new digital set-top boxes that we place in service must rely upon a separate descrambler module, called a "CableCARD." Non-integrated third-party set-top boxes and television sets equipped with CableCARD slots also may be available for purchase at retail outlets in certain locations, although the availability of such devices from third parties is outside our control. Moreover, due to device limitations, the current generation of retail CableCARD-compatible devices (referred to as Unidirectional Digital Cable Products ("UDCPs") or Digital Cable Ready devices) only can receive what are known as "one-way" cable services. Such retail devices will not receive "two-way" cable services, such as Time Warner Cable's electronic program guide, Pay-Per-View, Video on Demand, StartOver™ (where available) or switched digital video ("SDV") services.

In particular, you should be aware that we intend to continue to expand our deployment of SDV two-way technology. SDV allows us to use bandwidth more efficiently by delivering certain channels only an as-needed basis. As a result, SDV enables us to expand the number of HD channels and other programming services we offer. Channels that are delivered using SDV cannot be accessed on the current generation of one-way CableCARD devices, which were not designed or sold to receive two-way services. All our two-way services can be received through set-top boxes available from Time Warner Cable. In addition, as we continue to deploy Tru2way technology in our cable systems and as devices incorporating Tru2way technology become available at retail, customers will be able to access our two-way services using such devices, as well.

Please note that we are the only authorized provider of any CableCARD or other type of descrambler used to receive our services. You should be aware that the use of any descrambler on our cable system obtained from a third party and not authorized by us is illegal and is subject to criminal prosecution pursuant to 47 U.S.C. § 553. If you have any questions relating to the need for separate descrambler and converter devices, please call us for additional information.

PLEASE NOTE . . .

If you require a converter or descrambler for service, some features on your TV, VCR or DVR may be limited. For example, without special additional equipment, you may not be able to use picture-in-picture, channel review and display features. You may not be able to record one program while viewing another or record consecutive programs on different channels. We can provide you with special equipment you may need to better enable utilization of these features. Except in the case of descramblers, this equipment may also be purchased from local retail outlets. If such equipment is purchased or leased from us, a custom installation fee and/or a monthly equipment rental fee may apply. If you can see images or hear sound from scrambled channels that you do not subscribe to, you may request those channels be blocked. Please call us for details.

SPECIAL EQUIPMENT AVAILABLE

In cases where you require a converter and/or a descrambler, special equipment is available to make your cable service more compatible with your existing home electronics equipment.

BYPASS SWITCHES

If you would like to receive the portion of your cable lineup which is unscrambled directly from your television rather than through the converter, a "bypass switch" feature is available. A bypass switch will allow for the simultaneous recording and viewing of different programs, the consecutive recording of programming on different channels, and the use of picture-in-picture displays in most cases where at least one of the channels is not scrambled. Depending on availability, the switch may be part of your converter or descrambler, or it may be a separate device.

PARENTAL LOCKOUT DEVICES

If you find any of the channels included in the service levels you have requested to be objectionable, you can arrange for the installation of a device to restrict the viewability of such channels. Please call us for details.

CUSTOM SETUPS

If you would like to receive two scrambled signals at the same time (for example, so that you can watch one channel while recording another) it may be necessary to install different equipment or even two descramblers on one TV or DVR. Please feel free to contact us so that we may discuss the cable setup and equipment appropriate for your needs.

We're committed to helping you get the most out of your cable television service. Please let us know if you are experiencing equipment compatibility problems and we will work to find the best solution for you. Installation and equipment charges may apply. As new technology becomes available, some equipment compatibility problems may be resolved.

As new technology becomes available, some equipment compatibility problems may arise that may require other special equipment or solutions. Installation and equipment charges may apply.

COMPATIBLE REMOTE CONTROLS

We use converters or descramblers that work in conjunction with some universal remote controls available for purchase at retail stores. These universal remotes may be used in place of the ones we provide at a nominal monthly fee. The following is a representative list of compatible universal remote controls currently available from retail stores.

BRAND	MODEL
LOGITECH HARMONY	880; 966208-0403; H659 966193-0403; 915-000002; 966230-0403; 966187-0403; 9662300-0403; 890
MASTER REMOTE CONTROL	RFS 100; RSF 200
ONE FOR ALL	URC-8820; URC-613N
PHILIPS	PH301S; PM435S; TSU500
SONY	RMVL600; RMV310; RMV202; RMAX1400
UNIVERSAL REMOTE	R5G; R7G; FX1; URC-R76; URC-R5G; URCRF10; URCRF20
RCA	RCU310; RCU300TMS; RCR450; RCR460; D770; RCR860; RCR660; RCR412C; RCR612
ZENITH	ZEN760; ZN5DSS

Customer Guide to Cable and Home Entertainment Equipment (continued)

Although every effort has been made to provide you with a complete and accurate list of universal remote controls, you can probably find other remotes that will work with your home electronic equipment. Should you have a question about the compatibility of a remote control, please call us. You can find our phone number on the accompanying billing statement.

PLEASE NOTE . . .
Although these remote controls are compatible with the home terminals and converters we currently offer, they may not be functional should equipment technology change.

GUIDE TO HOME WIRING
The following notice will serve to inform you of your options regarding the home wiring located within your dwelling that is used to provide cable service. Home wiring is the cable that runs from your TV set to a point approximately twelve inches outside of your dwelling unit. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire but does not include terminal devices such as converters, descramblers, CableCARDs, A/B switches, parental lockout devices, security devices and the like.

Pursuant to FCC regulations, all customers are given the option to acquire the home wiring within their dwelling unit upon termination of cable service. However, even prior to termination of cable service, we allow our customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of the customer's dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your inside wiring in a way that impairs the integrity of the local cable system, such as creating signal leakage, or which may cause a violation of government regulations. Furthermore, you may not attach devices or equipment to the wiring which alone or together results in a degradation of signal quality to you or your neighbors.

If you choose to have us remove, replace, rearrange or maintain the wiring inside your home, you will be charged our regulated hourly service charge on a per-visit basis. Furthermore, we are not responsible for problems relating to the operation of customer owned consumer electronic equipment such as televisions, VCRs, DVRs, home antennas, etc., which may be connected to the inside wiring in your home. We are, however, responsible for problems relating to any equipment which you lease from us, other than problems caused by tampering, neglect or abuse.

You also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or of hiring a qualified outside contractor to do the work for you. It is extremely important that only high-quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace or repair your own wiring, or hire a third party contractor to do it for you, we will be happy to furnish, at cost, the necessary wiring and connectors that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere.

PLEASE NOTE . . .
In the event improper materials or improper installation causes a signal degradation and/or leakage, we may be required under FCC rules to terminate your cable service until the problem can be remedied.

Time Warner Cable Residential Services | PRIVACY NOTICE

An online version of this notice is accessible at www.timewarnercable.com/socal/customer.

TIME WARNER CABLE AND AFFILIATED ISPS SUBSCRIBER PRIVACY NOTICE FOR CALIFORNIA
We at your local Time Warner Cable-affiliated cable operator ("Operator," "we" or "us") are providing this Notice to inform you of our practices regarding personally identifiable information that may be collected in the course of providing services to you over our cable system, including video programming services and ISP Services ("cable-based services"). This notice is also being provided on behalf of Time Warner Cable's affiliated ISPs whose services are being provided over our cable systems (America Online and Road Runner and any other affiliated ISP Service which we may offer in the future (collectively, "Affiliated ISPs")). This Notice is being provided in accordance with the Cable Communications Policy Act of 1984 (the "Cable Act") and Section 637.5 of the California Penal Code (the "Statute"). In addition to the Cable Act and the Statute, this Notice also makes reference to the Electronic Communications Policy Act of 1986, as amended ("ECPA"), and the Online Copyright Infringement Liability Limitation Act of 1998 ("Copyright Act"), which are also applicable if you are a subscriber to an ISP service provided by Operator over its cable system (an "ISP Service").

This Notice pertains to personally identifiable information about you that you have furnished to Operator, or that Operator has collected, in connection with the provision of cable-based services to you. The provisions of this Notice also apply as indicated herein to personally identifiable information that you have furnished to Affiliated ISPs or that they have collected in connection with their provision of ISP Service. Personally identifiable information does not include aggregate data that does not identify you.

The Cable Act's subscriber privacy provisions apply to cable operators, as defined in the privacy provisions of the Cable Act, providing cable and other services over their systems. The Statute's privacy provisions similarly apply to cable television corporations, as defined in the privacy provisions of the Statute. This Notice collectively refers to these entities as "Cable Operators." Our Affiliated ISPs intend to conduct their privacy practices as set forth in this Notice, which provides subscribers to their ISP Services (i.e., their ISP services as provided by Operator over its cable system) with information required by the privacy provisions of the Cable Act and/or the Statute, whether or not these Affiliated ISPs qualify as Cable Operators. Our Affiliated ISPs may provide subscribers with other information concerning their general privacy practices through additional policies and notices, which will continue to apply unless inconsistent with this Notice. When using our Affiliated ISPs, you may wish to review these additional policies and notices.

The provisions of this Notice do not apply to non-affiliated, third party ISPs (e.g., EarthLink) whose ISP Services are provided on Operator's cable systems. These non-affiliated ISPs may have their own privacy policies, which you may want to review. You should also be aware that most of the content and applications provided through your ISP Service are provided by third parties, and that by accessing the online content of these third parties you may cause or enable the transmission by the system to them of personally identifiable information. The policies described in this Notice do not apply to such third parties. These third parties may have their own privacy policies, which you may also want to review.

Seven areas are covered by this Notice:

1. The nature of personally identifiable information collected about you;
2. The nature, frequency, and purpose of any disclosure that may be made of such information;
3. Disclosure of information to governmental entities and through legal process;
4. The period of time such information will be maintained;
5. Your online communications on your ISP Service;
6. The times and place you may have access to the information collected; and
7. Your rights under the Cable Act and the Statute.

1. Collection and Use of Personally Identifiable Information
In order that Operator can provide service to you and operate efficiently, Operator collects the following types of information about you that may constitute personally identifiable information: your name, home, email an work address, telephone numbers, social security number, and credit and credit card information. Depending on the services Operator provides to you, our records also may include information on billing, payment, damage and security deposits, maintenance and repairs, how many television sets you have connected to cable or that are cable ready, the location of these television sets in your home, the number and location of PCs in your home and your PC configuration, the service options you have chosen, and the number of converters, cable modems or other cable equipment installed in your home. We may remotely check your PC to the extent necessary to determine whether it is susceptible to unauthorized access or the dissemination of computer viruses. We may also keep records of research concerning subscriber satisfaction with our services, which are obtained from subscriber interviews and questionnaires. Additionally, Operator may have a record of whether you rent or own your home in the event that landlord permission is required prior to installing our cable facilities. We also maintain subscriber correspondence (via e-mail or otherwise) and, if you are an ISP Service subscriber, we may keep records of violations and alleged violations of your ISP Service Subscription Agreement with Operator (your "Subscription Agreement") and other rules governing your use of the ISP Service. Finally, Operator may sometimes obtain from third parties publicly available information about our subscribers.

The information described in the preceding paragraph is used for purposes such as the following: to make sure you are being billed properly for the services you receive; to send you pertinent information about Operator's services; to maintain or improve the quality of Operator's services; to answer questions from subscribers (i.e., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market cable or other services or products that you may be interested in; and for tax and accounting purposes.

Operator's system, in delivering and routing the ISP Services, and the systems of Operator's Affiliated ISPs, may automatically log information concerning Internet addresses you contact, and the duration of your visits to such addresses. Operator does not use or disclose any personally identifiable information that may be derived from these logs for marketing, advertising or similar purposes. Operator, as described above, as well as your ISP, in providing the ISP Service to you, also has access to personally identifiable information about you or your ISP account, including the name and address associated with a given IP address or, possibly, one or more e-mail accounts. You have consented, in your Subscription Agreement, to the collection of personally identifiable information as described in this paragraph.

Under the Cable Act, a Cable Operator may also collect personally identifiable information over a cable system without subscribers' consent if it is necessary to provide services to subscribers, or to prevent unauthorized access to services or subscriber data.

Our Affiliated ISPs also may collect the following types of information that may constitute personally identifiable information:

--Registration and account information , including your name, address, telephone number, screen names and email address(es), means of subscription, billing and payment (including credit card) information, and complaint and service history;

--account usage information , including information about how often and how long

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you use the relevant ISP Service, areas of the ISP Service visited and features of the ISP Service selected or used, and purchases that you have made through the ISP Service;

--technical information , including information about your computer system, its software and modem, and your geographical location;

--other subscriber information , including preference and other information you provide when you use or personalize your use of your ISP Service, information provided by our Affiliated ISPs' business partners, information you publish on the ISP Service, and information from other sources (for example, publicly available supplementary data).

The information collected by our Affiliated ISPs in connection with your use of their ISP Services may be used in connection with the provision and maintenance of the relevant ISP Service and to fulfill transactions that you request, to personalize or improve your online experience, or as otherwise necessary in the course of their businesses (for example, in audits, billing matters, or research). Our Affiliated ISPs may also use this information to provide advertising and other offers for goods and services to you, subject to the marketing preferences you may select when using their ISP Services. If you are a subscriber to one or more of our Affiliated ISPs, you have consented in your Subscription Agreement(s) to the collection of such information for the uses described above.

2. Disclosure of Personally Identifiable Information

Personally identifiable information that Operator maintains related to its subscribers will be disclosed by Operator without the prior written or electronic consent of subscribers only if: (1) it is necessary to render, or conduct a legitimate business related to, the services that are provided to you; (2) such disclosure is required by law or legal process as described below; or (3) for mailing lists as described below.

The types of persons to whom information about you may be disclosed by Operator in the course of providing cable service to you include the employees of Operator and its related legal entities, agents, repair and installation subcontractors, sales representatives, accountants, billing and collection services and credit reporting agencies, consumer and market research firms, and authorized representatives of governmental bodies. Also upon reasonable request, personally identifiable information is disclosed to persons or entities with an equity interest in legal entities related to Operator when they have a legal right to inspect our books and records.

In addition, if you are an ISP Service subscriber, information, including personally identifiable information, may be shared between Operator and your ISP in providing the ISP Service. The types of persons to whom information about you may be disclosed in the course of providing an ISP Service to you may include, in addition to those persons listed above, your ISP and its employees or other entities who provide content and/or services to the ISP Service or to you via the ISP Service.

Information for billing purposes is generally provided by Operator on a monthly basis. Information for other purposes is provided by Operator as it is needed. Unless you object, the Cable Act and the Statute also permit Cable Operators to disclose personally identifiable information to others, such as advertisers and direct mail or telemarketers, for non-cable related purposes. Under the Cable Act and the Statute, any disclosures for purposes other than as described in the first three paragraphs of this Section 2 and in Section 3 of this Notice is limited to the following "mailing list information": your name, address and the fact that you are a cable television subscriber. In addition, Operator may add to its mailing list publicly available information about subscribers that is obtained from third parties. Mailing list information cannot include the extent of your viewing or use of a particular service, including the extent of your use of any ISP Service, or the nature of any transaction you make over the cable system. Operator may disclose such mailing list information from time to time. If you wish to have us remove you from our mailing list, please notify us in writing at the main office of your local Operator.

In addition to any disclosures permitted in the first paragraph of this Section 2, our Affiliated ISPs may also disclose, pursuant to the consent you granted in your Subscription Agreement, the personally identifiable information described in Section 1 in connection with the provision of services to you, in order to fulfill transactions that you request, to personalize your online experience, to comply with criminal or civil legal process (including as described in Section 3 of this Notice), and as otherwise necessary in the ordinary course of their businesses. For example, our Affiliated ISPs may disclose your personally identifiable information routinely to their employees, agents and contractors to maintain, market, provide, and audit your ISP Service; to outside auditors to check their records; to attorneys and accountants as necessary to render services to such ISPs; and to merchants from whom you make purchases. The frequency of such disclosures varies according to business needs. The names and addresses of subscribers to our Affiliated ISPs may also be disclosed to selected companies in order to provide you direct mail product and service offers, subject to the marketing preferences you may select when using your ISP Service. In disclosing name and address information for such purposes, our Affiliated ISPs may combine these lists with publicly available information (such as census and household information), or segment them (i.e., create separate sub-lists) based on such publicly available information or on other information (such as when the subscriber began using the ISP service, or the subscriber's computer type).

3. Disclosure of Information to Government Entities and Other Legal Process

Federal law requires Operator to disclose personally identifiable information to a governmental entity or other third party pursuant to a court order. If the court order is sought by a governmental entity, the Cable Act and the Statute require that you be afforded the opportunity to contest in court any claims made in support of the court order sought. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the subscriber records of cable companies with respect to those who owe, or are owed, welfare support. Such information may be obtained without a court order and does not require that a subscriber be given notice of and the opportunity to contest the disclosure.

If you are a subscriber to an ISP Service, ECPA requires your ISP and us to reveal information to the government in certain additional circumstances. ECPA addresses both the content of communications on the ISP Service, as well as subscriber record information. ECPA requires your ISP and us to disclose to governmental authorities the content of communications in response to a criminal warrant or court order without any notice to you and without your consent.

In addition, under ECPA the government may require Operator or your ISP to disclose subscriber record information (but not the content of communications) pursuant to a warrant, court order or subpoena without any notice to you and without your consent.

If you subscribe to an ISP Service, a private party may use a subpoena under the Copyright Act to obtain information about you to maintain a copyright infringement suit against the poster of online material, without any notice to you. Additionally, our Affiliated ISPs may release information about you to comply with valid legal process such as a subpoena or court order, or as required by law.

In your Subscription Agreement, you have agreed that Operator and our Affiliated ISPs may also disclose any information in its possession to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

4. Time Period That We Retain Personally Identifiable Information

Operator and its Affiliated ISPs maintain personally identifiable information about subscribers for as long as it is necessary for business purposes. This period of time lasts as long as you are a subscriber and up to fifteen additional years so that we and our Affiliated ISPs can comply with tax and accounting requirements. When information is no longer necessary for these purposes, we destroy the information unless there is a legitimate outstanding request or order to inspect the information.

5. Your Online Communications on an ISP Service

In addition to the situations described in Section 3, ECPA provides for other exceptional circumstances under which Operator and/or your ISP may be compelled to disclose information about you or your communications, or are permitted to disclose such information. For example, such information may be disclosed to law enforcement if it appears to be evidence of child pornography, or was inadvertently obtained and appears to pertain to a crime. Such disclosure is also permitted to an addressee or intended recipient (or his or her agent), or to a person involved in forwarding such information to its destination; when it is necessarily incident to providing service or to protect our rights or property; to others with your consent or the consent of an addressee or intended recipient (or his or her agent) of communications sent by you; or as otherwise provided for by law. In your Subscription Agreement, you have agreed that Operator and our Affiliated ISPs may disclose any information in their possession to protect their rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

6. Access to Records

Under the Cable Act and the Statute, you have the right to inspect the records of a Cable Operator that contain personally identifiable information about you and correct any errors in such information. If you wish to inspect these records, please notify Operator in writing and an appointment at our local business office will be arranged during our regular business hours.

7. Your Rights Under the Cable Act and the Statute

The Cable Act and the Statute provide you with a cause of action that may entitle you to damages, attorneys' fees and costs in court should you believe that any of the limitations on the collection, disclosure, and retention of personally identifiable information have been violated by a Cable Operator. Your Subscription Agreement contains your agreement that, to the extent permitted by law, any claims that you have under the Cable Act or the Statute will be decided in arbitration and attorneys' fees and punitive damages will not be available.

Time Warner Cable Residential Services | TERMS OF SERVICE

An online version of this notice is accessible at www.timewarnercable.com/socal/customer.

WELCOME TO TIME WARNER CABLE DIGITAL PHONE SERVICE! PLEASE REVIEW THIS IMPORTANT INFORMATION ABOUT YOUR SERVICES.

DIGITAL PHONE SERVICE FEATURES

Time Warner Cable offers several different Digital Phone Calling Plans to fit your needs. All Digital Phone Calling Plans include popular calling features – Call Waiting, Caller ID, Call Waiting ID, Call Forwarding, Speed Dialing, Three-Way Calling and Anonymous Call Rejection, all at no extra charge. In addition, you may add Voice Mail service for just $3.95 per month. Remember, with Digital Phone service, you can keep your existing telephone number, you need not buy any special equipment and you can use all of the telephone extensions in your home.

DIGITAL PHONE CALLING PLANS

- Digital Phone service allows you to call anyone, anytime, anywhere in the United States, Puerto Rico and Canada as frequently as you like for one simple monthly price, based on the package of services you purchase from Time Warner Cable. If you purchase both High-Speed Internet and Video service, you will pay just $39.95 per month for Digital Phone service. If you purchase only High-Speed Internet or Video service, you will pay $44.95 per month for Digital Phone service. If you purchase only Digital Phone service, you will pay $49.95 per month. Additional charges apply for taxes, fees, international calling and directory assistance and operator services calls. Digital Phone may be used to make calls using other long distance providers, calling cards and dial-around (10-10-) services.

- Digital Phone Unlimited California allows you to call anyone, anytime, anywhere within California as frequently as you like for one simple monthly price, based on the package of services you get from Time Warner Cable. If you purchase both High-Speed Internet and Video service, you will pay just $29.95 per month for Digital Phone Unlimited California service. If you purchase either High-Speed Internet or Video service, you will pay $34.95 per month for Digital Phone Unlimited California. Customers who purchase only Digital Phone Unlimited California will pay $39.95 per month. The rate for long distance calls to all other states nationwide is $0.05 per minute. Additional charges apply for taxes, fees, international calling and directory assistance and operator services calls. Digital Phone Unlimited California may be used to make calls using other long distance providers, calling cards and dial-around (10-10-) services.

- International OnePrice® Calling allows you to call to more than 100 countries for just $19.95 more per month. The International OnePrice® Calling Plan is available to residential customers subscribing to any Digital Phone Calling plan identified above and applies only to calls terminating on landline phones and to calls terminating on cell phones based in the following countries: China, Hong Kong, India, Macau, Paraguay and Thailand. A current list of countries included in the International OnePrice® Calling Plan is available at www.TimeWarnerCable.com/SoCal. Calls to other locations will incur charges at current Time Warner Cable rates, which can be found at www.TimeWarnerCable.com/SoCal. Calls to satellite phones, special services numbers, including international toll-free and caller-paid services (900 numbers), calls to chat lines and calls to cell phones are not included and will incur additional per-minute charges. Additional charges apply for taxes, fees and directory assistance and operator services calls. Three-way calling and call forwarding features cannot be used with the International OnePrice® Calling Plan. The International OnePrice® Calling Plan provides up to 3,000 minutes of calling time per month, based upon your monthly Time Warner Cable billing cycle. TWC reserves the right to monitor usage for possible abuse of service. Exceeding 3,000 minutes of calling time per month is considered beyond normal residential use, may be investigated and may result in termination of International OnePrice® Calling Plan service.

RATES AND BILLING INFORMATION

We will bill you for your Digital Phone service every month in advance. Your monthly Time Warner Cable bill will identify your Digital Phone service, international calling, additional service and other charges and applicable taxes and fees. Applicable taxes and fees may include federal and state universal service contributions, federal excise tax on intrastate services, state and local sales taxes, E911 support charges, state regulatory fees and state business taxes. Except under the International OnePrice® Calling Plan, all calls to international locations will be billed on a per-minute basis. Current rates to all locations outside the United States, Canada, and U.S. Territories can be found on the Digital Phone website at www.TimeWarnerCable.com/SoCal. Charges for directory assistance, operator services, voice mail, private listings and seasonal service plans ("Additional Charge Services") are not included in Digital Phone Calling Plans and will be billed separately, based on usage. Additional information and a tariff or list of current rates for Digital Phone Calling Plans and Additional Charge Services may be found on our website at www.TimeWarnerCable.com/SoCal.

In addition to charges for other Time Warner Cable services, your Digital Phone charges will appear as a series of line items on your Time Warner Cable bill. You may view details of your outbound intrastate, long distance, international, directory assistance and operator service calls and charges at any time by logging in to the Time Warner Cable secure website, which you may access by clicking on 'My Account' at www.TimeWarnerCable.com/SoCal. Also, you may request a mailed copy of your recent outbound calling details by contacting Time Warner Cable at 1-888-TW-CABLE. If you are an International OnePrice® Calling Plan subscriber, calls to countries included in the International OnePrice® Calling Plan the charge per call will appear as $0.00.

PAYMENT INFORMATION

Payment for your Time Warner Cable services, including Digital Phone service, other charges and all taxes and fees, must be received by the date indicated on your bill. Please report any billing errors immediately. Time Warner Cable will not provide credit for disputed charges that are not reported within 90 days of the date that the charge first appears on your bill. To request credits for service interruptions, please call Time Warner Cable customer service at 1-888-TW-CABLE or send a written request to your local Time Warner Cable office. A late charge of up to $4.75 may be assessed upon any balance due that remains unpaid thirty (30) days after the original date that payment was due. Payments must be received when due to avoid service interruption or termination. Nonpayment of any portion of your Time Warner Cable statement for Video, High-Speed Internet and Digital Phone services may result in disconnection of any and all services, including Digital Phone services. Account holders are liable for payment for all services rendered by Time Warner Cable prior to customer's request to terminate service. All equipment remains the property of Time Warner Cable.

ADDITIONAL IMPORTANT INFORMATION

Digital Phone comes with up to 6-hours back-up power and, as in the case with an electric-powered home cordless phone, should there be a prolonged outage, Digital Phone, including the ability to access 9-1-1 services, may not be available.

Digital Phone is compatible with most home monitoring and security systems. Time Warner Cable does not install, support or service monitored security systems. If you plan to use Digital Phone with your home monitoring and security system, you must contact the provider of your alarm monitoring services in order to test the compatibility of the alarm services with Digital Phone. Time Warner Cable will not be responsible for the cost of conducting any tests or configuring your alarm monitoring system.

Upon your receipt of this information, you may, for any reason, cancel your order for Time Warner Cable Digital Phone without any penalty or further obligation. As with all Time Warner Cable products, you're also eligible for a 30-day money-back guarantee. Additional service charges incurred during the first 30 days, such as calls to international locations, Directory Services and Operator Assistance are independent of this guarantee and will be billed and due in case of cancellation. Time Warner Cable may disconnect your Digital Phone service for any reason upon fourteen (14) days notice.

Finally, the Time Warner Cable Residential Subscription Agreement and Subscriber Privacy Notice govern your use of Time Warner Cable Digital Phone service. These materials should be included in your Digital Phone service Welcome Kit and are available online at www.TimeWarnerCable.com/SoCal.

OTHER IMPORTANT ITEMS

Your Time Warner Cable Digital Phone Unlimited California service is governed by this document, the Time Warner Cable Residential Services Subscriber Agreement and the Time Warner Cable and Affiliated ISPs Subscriber Privacy Notice that you received with your installation materials.

Time Warner Cable Digital Phone Unlimited California service is for residential, noncommercial use only. If you have a need for business class services, please contact Time Warner Cable.

You may cancel your order to have Digital Phone Unlimited California service, for any reason, without penalty and with no further obligation. In addition, new Digital Phone Unlimited California customers may be eligible for a 30-day money back guarantee. Please note that charges for additional services, including charges associated with calls to domestic long distance, international locations, Directory Services and Operator Assistance, are not covered by the Digital Phone 30-Day money back guarantee. You will be billed for and must pay these charges even if you cancel your Digital Phone Unlimited California service.

If you wish to terminate Digital Phone Unlimited California service, please contact Time Warner Cable at 1-888-TW-CABLE to schedule service disconnection. You may terminate your subscription to Time Warner Cable Digital Phone Unlimited California service at any time, for any reason. All customer premises equipment provided by Time Warner Cable remains the sole property of Time Warner Cable. Your Digital Phone Unlimited California service is intended for use only at the address location where it was originally installed, and you are prohibited from moving your voice-enabled cable modem. If your modem is moved to another address, your emergency 9-1-1 services will not operate properly because 9-1-1 operators will not be able to identify the caller's location in an emergency. If you would like to establish service at a new location, please call Time Warner Cable.

Your Time Warner Cable voice-enabled cable modem requires electrical power to operate, and, in the event of a power outage or a Time Warner Cable network failure, emergency 9-1-1 services will not be available.

Time Warner Cable Residential Services | SUBSCRIBER AGREEMENT

An online version of this notice is accessible at www.timewarnercable.com/socal/customer.

IMPORTANT INFORMATION ABOUT YOUR TIME WARNER CABLE SERVICES
The account holder(s) referred to on the accompanying Time Warner Cable Work Order or statement ("I," "me" or "my") agrees that the Work Order, this Agreement, the Terms of Use referred to below, and any applicable Tariff(s) on file with the state utility commission or comparable state agency in the jurisdiction in which I live, set forth the terms and conditions that govern my receipt of Services from Time Warner Cable, which may include, among others, video, high-speed data and voice Services. The term "Services" and all other capitalized terms used in this Agreement are defined in Section 15.

In consideration of TWC's provision of the Services that I have requested, subject to applicable law, I AGREE AS FOLLOWS:

1. Important Information About This Agreement
(a) This Agreement, the Work Order, the Terms of Use and any effective and applicable Tariff(s), each of which TWC may amend as set forth below, constitute the entire agreement between TWC and me. This Agreement supersedes all previous written or oral agreements between TWC and me. I am not entitled to rely on any oral or written statements by TWC's representatives relating to the subjects covered by these documents, whether made prior to the date of my Work Order or thereafter, and TWC will have no liability to me except in respect of its obligations as described in this Agreement and the other documents referred to above. The use of my Services by any person other than me is also subject to the terms of this Agreement, the Terms of Use, and any applicable Tariff(s). (b) TWC has the right to add to, modify, or delete any term of this Agreement, the Terms of Use, the Subscriber Privacy Notice or any applicable Tariff(s) at any time. An online version of this Agreement, the Terms of Use, the Subscriber Privacy Notice and any applicable Tariff(s), as so changed from time to time, will be accessible at http://help.twcable.com/html/policies.html or another online location designated by TWC, or can be obtained by calling my local TWC office. The online versions of these documents are always the most current versions. (c) TWC will notify me of any significant change(s) in this Agreement, the Terms of Use, the Subscriber Privacy Notice or any applicable Tariff(s). Any changes will become effective at such time as we update the on-line version of the relevant document, except where applicable law requires a notice period, in which case the change will become effective at the end of the requisite notice period. Upon effectiveness of any change to any of these documents, my continued use of the Services will constitute my consent to such change and my agreement to be bound by the terms of the document as so changed. If I do not agree to any such change, I will immediately stop using the Services and notify TWC that I am terminating my Services account. (d) My acceptance of Services constitutes my acceptance of the terms and conditions contained in this Agreement. In the event that a portion of my Services is terminated, or any aspect of it is changed, any remaining service or replacement service will continue to be governed by this Agreement.

2. Payment; Charges
(a) I agree to pay TWC for (i) all use of my Services (including, if TWC is the party billing me for ISP or OLP Service, for my subscription to my choice of ISP or OLP, as applicable), (ii) installation and applicable service charges, (iii) TWC Equipment, and (iv) all applicable local, state and federal fees and taxes. Charges for the Services that I receive have been provided to me. Other charges are set forth on a separate price list that I have received and/or can be provided on request. I will be billed monthly in advance for recurring monthly charges. Other charges will be billed in the next practicable monthly billing cycle following use, or as otherwise specified in the price list. TWC may change both the fees and the types of charges (e.g., periodic, time-based, use-based) for my Services. If I participate in a promotional offer that requires a minimum time commitment and I terminate early, I agree that I am responsible for any early termination fees that were described to me at the commencement of such promotion. (b) Charges for installation Services and related equipment available from TWC for a standard Services installation may be described in TWC's list of charges and any applicable Tariff(s) and/or can be provided on request. Non-standard installations, if available, may result in additional charges as described in TWC's list of charges. In addition, I agree to pay charges for repair service calls resulting from my misuse of TWC Equipment or for failures in equipment not supplied by TWC. (c) If my Services account is past due and TWC sends a collector to my premises, a field collection fee may be charged. The current field collection fee is on the price list or can be provided on request. I will also be responsible for all other expenses (including reasonable attorneys' fees and costs) incurred by TWC in collecting any amounts due under this Agreement and not paid by me. (d) All charges are payable on the due date specified, or as otherwise indicated, on my bill. I agree that late charges may be assessed if my account is past due. My failure to deliver payment by the due date is a breach of this Agreement. The current late fees are on the price list or can be provided upon request and, if applicable, will not exceed the maximum late fees as set forth by applicable law. TWC reserves the right to change the late fees. (e) I agree that if my Services account with TWC is past due, TWC may terminate any of my Services or accounts, including Digital Phone Service, in accordance with applicable law. If I have a credit due to me or a deposit is being held on any account with TWC, I agree that the credit or deposit may be used to offset amounts past due on any other account I may have with TWC without notice to me. To reconnect any terminated Services, I may be required, in addition to payment of all outstanding balances on all accounts with TWC, to pay reconnect charges or other charges (where applicable) and/or security deposits before reconnection. (f) TWC may verify my credit standing with credit reporting agencies and require a deposit based on my credit standing or other applicable criteria. TWC may require a security deposit, or a bank or credit card or account debit authorization from me as a condition of providing or continuing to provide Services. If TWC requires a security deposit, the obligations of TWC regarding such security deposit will be governed by the terms of the deposit receipt provided by TWC to me at the time the deposit is collected. I agree that TWC may deduct amounts from my security deposit, bill any bank or credit card submitted by me, or utilize any other means of payment available to TWC, for any past due amounts payable by me to TWC, including in respect of damaged or unreturned Equipment. (g) If I have elected to be billed by credit card, debit card or ACH transfer, I agree that I will automatically be billed each month for any amounts due under this Agreement. If I make payment by check, I authorize TWC and its agents to collect this item electronically. (h) TWC may charge fees for all returned checks and account debit, bank card or charge card chargebacks. The current return/chargeback fees are listed in the list of charges on the price list or can be provided on request. TWC reserves the right to change return/chargeback fees. (i) If I subscribe to HSD Service, I acknowledge that, even if TWC is billing for the HSD Service, my ISP or OLP may require a bank or credit card or account debit authorization or other assurance of payment from me, including for charges for additional or continuing Services outside the HSD Service billed by TWC that are payable under the ISP Terms. I agree that TWC or ISP (and, if applicable, OLP) may bill any bank or credit card submitted by me to ISP or OLP, or utilize any other means of payment available to ISP or OLP for any past due amounts payable by me to TWC. I also agree that responsibility for billing for my HSD Service subscription may be changed between TWC and ISP or OLP upon notice to me. (j) All use of my Services, whether or not authorized by me, will be deemed my use and I will be responsible in all respects for all such use, including for payment of all charges attributable to my account (e.g., for VOD movies, merchandise ordered via Internet, international long distance charges, etc.). TWC is entitled to assume that any communications made through my Services or from the location at which I receive the Services are my communications or have been authorized by me, and I authorize you to provide any Services to the person making such communications. My Services may contain or make available information, content, merchandise, products and Services provided by third parties and for which there may be charges payable to third parties (which may include my choice of ISP or OLP and/or entities affiliated with TWC). I agree that all such charges incurred by me or attributed to my account will be my sole and exclusive responsibility and agree to pay the same when due, and shall indemnify and hold harmless the TWC Parties for all liability for such charges. I agree that TWC is not responsible or liable for the quality of any content, merchandise, products or Services (or the price thereof) made available to me via the Services, for the representations or warranties made by the seller or manufacturer of any such item, or for damage to or injury, if any, resulting from the use of such item. (k) I acknowledge that currently, and from time to time, there is uncertainty about the regulatory classification of some of the Services TWC provides and, consequently, uncertainty about what fees, taxes and surcharges are due from TWC and/or its customers. Accordingly, I agree that TWC has the right to determine, in its sole discretion, what fees, taxes and surcharges are due and to collect and remit them to the relevant governmental authorities, and/or to pay and pass them through to me. I further agree to waive any claims I may have regarding TWC's collection or remittance of such fees, taxes and surcharges. I further understand that I may obtain a list of the fees, taxes and surcharges that my local TWC office currently collects or passes through by writing to TWC at the following address and requesting same: Time Warner Cable, 7800 Crescent Executive Drive, Charlotte, North Carolina, 28217; Attention: Subscriber Tax Inquiries. (l) I agree that it is my responsibility to report TWC billing errors within 30 days from receipt of the bill so that service levels and all payments can be verified. If not reported within 30 days, the errors are waived. (m) I agree that TWC has no obligation to notify me of, or change my rate to reflect, offers it may make to consumers that contain different prices for Services (or packages of Services) that are the same as, or similar to, the Services I receive.

3. Installation; Equipment and Cabling
(a) If I am not the owner of the house, apartment or other premises upon which TWC Equipment and Software are to be installed, I warrant that I have obtained the consent of the owner of the premises for TWC personnel and/or its agents to enter the premises for the purposes described in Section 3(d). I agree to indemnify and hold the TWC Parties harmless from and against any claims of the owner of the premises arising out of the performance of this Agreement (including costs and reasonable attorneys' fees). (b) I authorize TWC to make any preparations to the premises necessary for the installation, maintenance, or removal of equipment. TWC shall not be liable for any effects of normal Services installation and workmanship, such as holes in walls, etc., which may remain after installation or removal of the TWC Equipment, except for damage caused by negligence on the part of TWC. (c) The TWC Equipment is and at all times shall remain the sole and exclusive personal property of TWC, and I agree that I do not become an owner of any TWC Equipment by virtue of the payments provided for in this Agreement or the Tariff(s) or the attachment of any portion of the TWC Equipment to my residence or otherwise. Upon termination of any Services, subject to any applicable laws or regulations, TWC may, but shall not be obligated to, retrieve any associated TWC Equipment not returned by me as required under Section 3(f) below. TWC will not be deemed to have "abandoned" the TWC Equipment if it does not retrieve such equipment. (d) I agree to provide TWC and its authorized agents access to my premises during regular business hours upon reasonable notice during the term of this Agreement and after its termination to install, connect, inspect, maintain, repair, replace, alter or disconnect or remove the TWC Equipment, to install Software, to conduct service theft audits, or to check for signal leakage. I agree that TWC may have reasonable access to easements and TWC Equipment located on my grounds. (e) TWC shall have the right to upgrade, modify and enhance TWC Equipment and Software from time to time through "downloads" from TWC's network or otherwise. Without limiting the foregoing, TWC may, at any time, employ such means to limit or increase the throughput available through individual cable modems whether or not provided by TWC. (f) If the Services are terminated, I agree that I have no right to possess or use the TWC Equipment related to the terminated Services. As required under Section 10(b), I agree that I must arrange for the return of TWC Equipment to TWC, in the same condition as when received (excepting ordinary wear and tear), upon termination of the Services. If I do not promptly return the TWC Equipment or schedule with TWC for its disconnection and removal, TWC may

enter any premises where the TWC Equipment may be located for the purpose of disconnecting and retrieving the TWC Equipment. I will pay any expense incurred by TWC in any retrieval of the unreturned TWC Equipment. TWC may charge me a continuing monthly fee until any outstanding TWC Equipment is returned, collected by TWC or fully paid for by me in accordance with Section 3(g). The current fee is listed in the list of charges on the price list or can be provided on request. (g) I agree to pay TWC liquidated damages in the amount demanded by TWC, but not to exceed that specified in the then-current price list, for the replacement cost of the TWC Equipment without any deduction for depreciation, wear and tear or physical condition of such TWC Equipment if (i) I tamper with, or permit others to tamper with, TWC Equipment, (ii) the TWC Equipment is destroyed, lost, or stolen, whether or not due to circumstances beyond my reasonable control, and even if I exercised due care to prevent such destruction, loss, or theft, or (iii) the TWC Equipment is damaged (excluding equipment malfunction through no fault of my own) while in my possession, whether or not due to circumstances beyond my reasonable control, and even if I exercised due care to prevent such damage. I agree that these liquidated damages are reasonable in light of the problem of theft of cable Services; the existence of a "black market" in TWC Equipment; the ability of third parties to steal Services with unlawfully obtained TWC Equipment, causing loss of revenues for installation and service fees; and the difficulty in determining the actual damages that arise from the unauthorized tampering with, loss, destruction, or theft of TWC Equipment. I agree to return any damaged TWC Equipment to TWC. (h) I agree that TWC may place equipment and cables on my premises to facilitate the provision of Services to me and to other locations in my area. The license granted under this Section 3(h) will survive the termination of this Agreement until the date that is one year from the date on which I first notify TWC in writing that I am revoking such license.

4. Use of Services; TWC Equipment and Software

(a) I agree that TWC has the right to add to, modify, or delete any aspect, feature or requirement of the Services (including content, price, equipment and system requirements). I further agree that my ISP (and, if applicable, OLP) has the right to add to, modify, or delete any aspect, feature or requirement of the HSD Service (including content, price and system requirements). If TWC changes its equipment requirements with respect to any Services, I acknowledge that I may not be able to receive such Services utilizing my then-current equipment. Upon any such change, my continued use of Services will constitute my consent to such change and my agreement to continue to receive the relevant Services, as so changed, pursuant to this Agreement, the Terms of Use and the Tariff(s). If I participate in a promotional offer for any Service(s) that covers a specified period of time, I agree that I am assured only that I will be charged the promotional price for such Service(s) during the time specified. I agree that TWC shall have the right to add to, modify, or delete any aspect, feature or requirement of the relevant Service(s), other than the price I am charged, during such promotional period. (b) I agree that the Services I have requested are residential Services, offered for reasonable personal, non-commercial use only. I will not resell or redistribute (whether for a fee or otherwise) the Services, or any portion thereof, or charge others to use the Services, or any portion thereof. Among other things: (i) If I receive Video Service, I agree not to use the Services for the redistribution or retransmission of programming or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of the Services to transmit or distribute the Video Service, or any portion thereof, to (or to provide or permit access by) persons outside the location identified in the Work Order (even if to a limited group of people or to other residences that I own or have the right to use), will constitute an enterprise purpose. I acknowledge that programs and other materials that I receive as part of the Video Service remain part of the Video Service even if I record or capture all or a portion of any such program or material in a data file or on a hard drive, DVR or similar device. (ii) If I receive Digital Phone Service, I agree not to use the Services for telemarketing, call center, medical transcription or facsimile broadcasting Services or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of the Services to make available my Digital Phone Service, or any portion thereof, to (or to provide or permit access by) persons outside the location identified in the Work Order (even if to a limited group of people or to other residences that I own or have the right to use), will constitute an enterprise purpose. (iii) If I receive HSD Service, I agree not to use the HSD Service for operation as an Internet service provider, for the hosting of websites (other than as expressly permitted as part of the HSD Service) or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of any form of transmitter or wide area network that enables persons or entities outside the location identified in the Work Order to use my Services, whether or not a fee is sought, will constitute an enterprise purpose. Furthermore, if I use a wireless network within my residence, I will limit wireless access to the HSD Service (by establishing and using a secure password or similar means) to the members of my household. (c) Theft or willful damage, alteration, or destruction of TWC Equipment, or unauthorized reception, theft or diversion of Services, or assisting such theft, diversion, or unauthorized reception is a breach of this Agreement and potentially punishable under law (including by way of statutory damages, fine and/or imprisonment). Nothing in this Agreement, including, Section 3(g) above, shall prevent TWC from enforcing any rights it has with respect to theft or unauthorized tampering of Services or TWC Equipment under applicable law. (d) I will not, nor will I allow others to, open, alter, misuse, tamper with or remove the TWC Equipment as and where installed by TWC or use it contrary to this Agreement, the Terms of Use, or the Tariff(s). I will not, nor will I allow others to, remove any markings or labels from the TWC Equipment indicating TWC ownership or serial or identity numbers. I will safeguard the TWC Equipment from loss or damage of any kind, including accidents, breakage or house fire, and will not permit anyone other than an authorized representative of TWC to perform any work on the TWC Equipment. (e) I agree that to the extent any Software is licensed (or sublicensed) to me by TWC, such Software is provided for the limited purpose of facilitating my use of the Services as described in this Agreement. I will not engage in, or permit, any additional copying, or any translation, reverse engineering or reverse compiling, disassembly or modification of or preparation of any derivative works based on the Software, all of which are prohibited. I will return or destroy all Software provided by TWC and any related written materials promptly upon termination of the associated Services to me for any reason. Software licensed to me by my ISP or OLP, for instance my ISP's or OLP's client or browser software, is licensed under the ISP Terms or OLP Terms, as applicable, and is not the responsibility of TWC. (f) I agree that I will use the Services for lawful purposes only, and in accordance with this Agreement, the Terms of Use and the Tariff(s). (g) I agree to be responsible for protecting the confidentiality of my screen names, passwords, personal identification numbers (PINs), parental control passwords or codes, and any other security measures made available, recommended or required by Time Warner Cable. To the extent this information is acquired by any other person (through no fault of TWC), TWC may assume that I have authorized such person's use of the information. I also acknowledge that TWC's Services may from time to time include interactive features, the use of which may result in the transmission to, and use by, TWC or certain third parties of information that may constitute personally identifiable information (as such term is used in the Federal Communications Act of 1934) about me and for which TWC may be required, under the Federal Communications Act of 1934, to obtain my consent. I agree that TWC may seek such consents (or indications of my election to "opt in" to certain TWC programs) electronically, including through the use of a "click through" screen, and that TWC is entitled to assume that any such consent or opt-in election communicated through my Services or from the location at which I receive the Services is my consent or opt-in election or has been authorized by me. (h) I agree that TWC has no liability for the completeness, accuracy or truth of the programs or information it transmits. (i) Data Storage Services. I agree that any online or physical data storage services provided to me by TWC are used at my sole risk and that TWC will have no liability in the event my data is corrupted or lost as a result of or while using such services. I agree that when I return TWC Equipment to TWC, I am responsible for ensuring that all of my data is removed from such TWC Equipment and acknowledge that TWC has no responsibility for any such data that I do not remove.

5. Special Provisions Regarding Digital Phone Service

(a) I acknowledge that the voice-enabled cable modem used to provide the Digital Phone Service is electrically powered and that the Digital Phone Service, including the ability to access 911 Services and home security and medical monitoring Services, may not operate in the event of an electrical power outage or if my broadband cable connection is disrupted or not operating. I acknowledge that, in the event of a power outage in my home, any battery included in my voice-enabled cable modem may enable back-up service for a limited period of time or not at all, depending on the circumstances, and that inclusion of the battery does not ensure that Digital Phone Service will be available in all circumstances. I also acknowledge that, in the event of a loss of power that disrupts my local TWC cable system, the battery in my voice-enabled cable modem will not provide back-up service and the Digital Phone Service will not be available. (b) I agree that TWC will not be responsible for any losses or damages arising as a result of the unavailability of the Digital Phone Service, including the inability to reach 911 or other emergency Services, or the inability to contact my home security system or remote medical monitoring service provider. I acknowledge that TWC does not guarantee that the Digital Phone Service will operate with my home security and/or medical monitoring systems, and that I must contact my home security or medical monitoring provider in order to test my system's operation with the Digital Phone Service. I agree that I am responsible for the cost of any such testing or any fees for configuring my home security or medical monitoring system to work with the Digital Phone Service. (c) The location and address associated with my Digital Phone Service will be the address identified on the Work Order. I acknowledge that, under Section 4(d) of this Agreement, I am not permitted to move TWC Equipment from the location and address in which it has been installed. Furthermore, if I move my voice-enabled cable modem to an address different than that identified on the Work Order, calls from such modem to 911 will appear to 911 emergency service operators to be coming from the address identified on the Work Order and not the new address. (d) I agree to provide TWC and its authorized agents with access to my telephone inside wiring at the Network Interface Device or at some other minimum point of entry in order to provide the Digital Phone Service over my existing in-home wiring. (e) I agree that in the event of a material error or omission affecting my directory listing information, regardless of form or fault by TWC, including the erroneous inclusion in published directory listings of any information that I intend not to have published, my sole remedy shall be a service credit in an amount set by TWC's then-current standard policies or an amount prescribed by applicable regulatory requirements, whichever is greater. TWC shall have no other liability for errors, omissions or mistaken inclusions in directory listings.

6. Special Provisions Regarding HSD Service

(a) Description of HSD Service. (i) I acknowledge that each tier or level of the HSD Service has limits on the Maximum Throughput Rate at which I may send and receive data at any time, as set forth in the price list or Terms of Use, and that the Maximum Throughput Rate may be achieved in bursts, but generally will not be sustained on a consistent basis due to the nature of the Internet, the protocols used to transmit data to and from the Internet, and TWC's facilities. I also understand that the actual Throughput Rate I may experience at any time will vary based on numerous factors, such as the condition of wiring at my location, computer configurations, Internet and TWC network congestion, the time of day at which I use the HSD Service, and the website servers I access, among other factors. Additionally, Throughput Rate may be affected by Network Management Tools, the prioritization of TWC commercial subscriber traffic and network control information, and necessary bandwidth overhead used for protocol and network information. (ii) I agree that TWC or ISP may change the Maximum Throughput Rate of any tier by amending the price list or Terms of Use. My continued use of the HSD Service following such a change will constitute my acceptance of any new Maximum Throughput Rate. If the level or tier of HSD Service to which I subscribe has a specified limit on the amount of bytes that I can use in a given billing cycle, I also agree that TWC may use technical means, including but not limited to suspending or reducing the speed of my HSD Service, to ensure compliance with these limits, and that TWC or ISP may move me to a higher tier of HSD Service (which may result in higher monthly

charges) or impose other charges and fees if my use exceeds these limits. (iii) I agree that TWC may use Network Management Tools as it determines appropriate and/or that it may use technical means, including but not limited to suspending or reducing the Throughput Rate of my HSD Service, to ensure compliance with its Terms of Use and to ensure that its service operates efficiently. I further agree that TWC and ISP have the right to monitor my bandwidth usage patterns to facilitate the provision of the HSD Service and to ensure my compliance with the Terms of Use and to efficiently manage their networks and their provision of services. TWC or ISP may take such steps as each may determine appropriate in the event my usage of the HSD Service does not comply with the Terms of Use. I acknowledge that HSD Service does not include other services managed by TWC and delivered over TWC's shared infrastructure, including Video Service and Digital Phone Service. (b) I may rent a cable modem from TWC or may purchase a DOCSIS-compliant, TWC-approved cable modem from a third party provider. TWC reserves the right to provide service only to users with TWC-approved DOCSIS-compliant modems. Modems not TWC-approved may not function as intended and may not receive TWC advertised services. (c) Republication. (i) I acknowledge that material posted or transmitted through the HSD Service may be copied, republished or distributed by third parties, and that the TWC Parties will not be responsible for any harm resulting from such actions. (ii) I grant to TWC, and I represent, warrant and covenant that I have all necessary rights to so grant, the non-exclusive, worldwide, royalty-free, perpetual, irrevocable, right and license to use, reproduce, modify, adapt, publish, translate, distribute, perform and display in any media all material posted on the public areas of the HSD Service via my account and/or to incorporate the same in other works, but only for purposes consistent with operation and promotion of the HSD Service. (iii) I agree that unsolicited email, or "spam," is a nuisance and that TWC and my ISP (and, if applicable, my OLP) are entitled to establish limits on the volume of email that I send. Such volume limits may be set by reference to a number of emails per day, week, month or year. (d) Continuity of Service. In order to provide continuity of service to me, if my choice of ISP is no longer available over my local TWC cable system, I agree that TWC may provide me with an alternative ISP. In such event, TWC will notify me of the date as of which I will begin receiving service from the alternative ISP, the provision of which shall also be governed by this Agreement, and TWC will provide to me a price list for such alternative ISP service. I will have the right at any time to terminate the alternative ISP or to change my subscription to any other ISP then offered by TWC. (e) Unfiltered Internet Access. I acknowledge that the ISP Service provides a connection to the Internet that may be unfiltered, and that the TWC Parties neither control nor assume responsibility for any content on the Internet or content that is posted by a subscriber. Although TWC or my ISP or OLP may make available certain parental control features, I acknowledge that such parental control features may not be entirely effective or foolproof and that, notwithstanding such features, I or members of my household may be exposed to unfiltered content. (f) Use of ISP and OLP Service. I agree that TWC and/or my ISP and/or OLP has the right, but not the obligation, to edit, refuse to post or transmit, request removal of, or remove or block any material transmitted through, submitted to or posted on the HSD Service, if it determines in its discretion that the material violates the terms of this Agreement, any TWC consumption limits or any other Terms of Use. Such material might include personal home pages and links to other sites. In addition, I agree that, under such circumstances, TWC may suspend my account, take other action to prevent me from utilizing certain account privileges (e.g., home pages) or cancel my account without prior notification. I also agree that TWC and/or ISP and/or OLP may suspend or cancel my account for using all or part of the HSD Service in a manner that violates this Agreement or the Terms of Use. (g) Responsibility for HSD Service. Each of TWC and my ISP (and, if applicable, my OLP) has responsibilities for the HSD Service. I acknowledge that each of my ISP and OLP may have one or more separate agreements, policies or other terms covering my rights and obligations with regard to the HSD Service ("ISP Terms" or "OLP Terms," as applicable) that are also binding on me. This Agreement does not cover any ISP or OLP features or Services that are not dependent upon distribution over TWC's cable systems (for example, dial up access or my use of ISP or OLP software that enables access to ISP or OLP features or Services through non-TWC access means) or that may otherwise be provided to me by ISP or OLP separately from the HSD Service under the ISP Terms or OLP Terms, as applicable. In the event of termination of the HSD Service, I must also contact my ISP (and, if applicable, my OLP) to ensure that these other features or Services (such as dial-up access) are properly continued or discontinued. (h) Computer Requirements. I agree that each Computer will need to meet certain minimum hardware and software requirements that will be specified for the HSD Service, and that such requirements may be changed from time to time by TWC or my ISP or OLP.

7. Support; Service and Repairs
(a) My Services include the right to request reasonable service and maintenance calls to check and correct problems with the Services. TWC will, at its own expense, repair damage to or, at TWC's option, replace TWC Equipment, and otherwise attempt to correct interruptions of the Services, due to reasonable TWC Equipment wear and tear, or technical malfunction of the system or network operated by TWC. The Subscriber Materials contain details on contacting TWC for this support. (b) Unless I have obtained a TWC service protection plan (if available in my area), I agree that I am responsible for all wiring, equipment and related software installed in my residence that is not TWC Equipment or TWC-licensed Software and TWC will have no obligation to install, connect, support, maintain, repair or replace any Computer, television, telephone or telephone answering device, audiovisual recording or playback device (e.g., VCR, DVR, DVD), audio equipment, any software, or any cable modem, cabling or other equipment (other than TWC Equipment or TWC-licensed Software). TWC will not support, repair, replace, or maintain any Network Interface Card, regardless of whether provided and installed by TWC. (c) I agree that TWC has no responsibility for the operation of any equipment, software or service other than the Services, the TWC Equipment and the TWC-licensed Software. For instance, I acknowledge that certain commercially available televisions, converter boxes and recording devices, which may be identified by their manufacturers as "cable ready" or "digital cable ready," may not be able to receive or utilize all available Services without the addition of a TWC converter box or other TWC Equipment for which a fee may be charged. I further acknowledge that, even if TWC furnishes other TWC Equipment to me that is compatible with my equipment, my equipment may not receive all Services available to customers using a TWC converter box. If I receive HSD Service, TWC has no responsibility to support, maintain or repair any equipment, software or service that I elect to use in connection with the HSD Service, whether provided by my ISP, my OLP or a third party. For assistance with technical problems arising from such equipment, software or Services, I should refer to the Subscriber Materials for information regarding the technical support provided by my ISP or OLP or to the support area of the ISP or OLP or to the relevant third party's material. (d) If TWC determines that non-TWC cabling or equipment connecting my residence to TWC Equipment installed on the side of or adjacent to my residence (i.e., at a ground block) is the cause of a service problem, I agree that TWC may charge me to resolve such service problem. If available from TWC in my area, I may subscribe to a TWC service protection plan that covers service related calls within my residence. If any other support Services are available from TWC, such Services will be at additional charges as described in TWC's price list.

8. Service Interruptions; Force Majeure
(a) I agree that TWC has no liability for delays in or interruption to my Services except that, if for reasons within TWC's reasonable control, for more than twenty-four (24) consecutive hours, (i) service on all cable channels is interrupted, (ii) there is a complete failure of the HSD Service or (iii) there is a complete failure of the Digital Phone Service, TWC will give me a prorated credit for the period of such interruption or failure if I request one within 30 days of the interruption or failure. Notwithstanding the above, TWC will issue credits for VOD, pay-per-view and pay-per-play events for service problems where a credit request is made within 30 days of the interruption or failure. In no event shall TWC be required to credit me an amount in excess of applicable service fees. TWC will make any such credit on the next practicable bill for my Services. State and local law or regulation may impose other outage credit requirements with respect to some or all of my Services. In such event, the relevant law or regulation will control. (b) I acknowledge that TWC may conduct maintenance from time to time that may result in interruptions of my Services. (c) The TWC Parties shall have no liability, except as set forth in Section 8(a), for interruption of the Services due to circumstances beyond its reasonable control, including acts of God, flood, natural disaster, vandalism, terrorism, regulation or governmental acts, fire, civil disturbance, electrical power outage, computer viruses or worms, strike or weather. (d) TWC is only obligated to provide the above-referenced credits for loss of Services if TWC is billing me for the relevant Service at the time of the outage. If a third party, including my ISP or OLP, is billing me, I will look solely to such third party for a credit with respect to that Service.

9. Review and Enforcement
(a) TWC may suspend or terminate all or a portion of my Services without prior notification if TWC determines in its discretion that I have violated this Agreement, any of the Terms of Use or any Tariff(s), even if the violation was a one-time event. If all or a portion of my Services are suspended for more than 24 hours, I will not be charged for the relevant Services during the suspension. If my account is terminated, I will be refunded any pre-paid fees minus any amounts due TWC. (b) If I receive HSD Service, I acknowledge that TWC has the right, but not the obligation, to review content on public areas of the HSD Service, including chat rooms, bulletin boards and forums, in order to determine compliance with this Agreement and the Terms of Use. (c) I agree that TWC shall have the right to take any action that TWC deems appropriate to protect the Services, TWC's facilities or TWC Equipment.

10. Termination of Service
(a) Either TWC or I, each in our sole discretion, may terminate all or any portion of my Services at any time for any or no reason, in its sole discretion, in accordance with applicable law. (b) If I am moving or wish to terminate all or any portion of my Services for any reason, I will notify TWC by phone or by mail as instructed in the Subscriber Materials in order to set up a disconnect appointment and provide TWC with access to my premises to disconnect the relevant Services and recover the TWC Equipment specified on the Work Order on a DATE PRIOR TO the last day of residency. This also applies if I am receiving a period of free or discounted Services. In other words, at the end of the free or discounted period, TWC is entitled to begin billing me for the usual charges associated with the relevant Services unless I take the appropriate steps to terminate the Services as described in this paragraph. (c) I cannot terminate my Services by writing "Canceled" (or any other messages) on my bill or check, or by making a disconnect appointment that does not result in TWC's physical recovery of the TWC Equipment. In addition, I agree that any restrictive endorsements (such as "paid in full"), releases or other statements on or accompanying checks or other payments accepted by TWC shall have no legal effect. (d) I acknowledge that notice given by me to TWC of termination of any Services may not be sufficient to terminate billing by any third party for additional or continuing Services, for example, billing by my ISP or OLP for continuing "dial up" access. I agree that I am solely responsible for contacting any such third party in addition to TWC to ensure that all such Services are terminated in accordance with the third party's terms of service, if applicable.

11. Disclaimer of Warranty; Limitation of Liability
(a) I AGREE THAT THE SERVICES ARE PROVIDED BY TWC ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE OR NONINFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY, AND INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER, THE LAWS APPLICABLE TO THIS AGREEMENT. TWC MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR CONDITIONS, OR THE LIKE, OR THAT THE TWC EQUIPMENT WILL OPERATE AS INTENDED. IN PARTICULAR, I AGREE THAT MY USE OF THE HSD SERVICE (INCLUDING THE CONTENT, INFORMATION, SERVICES, EQUIPMENT AND SOFTWARE, THE PURCHASE OF MERCHANDISE AND SERVICES, THE TRANSMISSION OF INFORMATION AND OTHER COMMUNICATIONS BY AND

TO ME AND THE DOWNLOADING OF COMPUTER FILES) IS AT MY SOLE RISK AND THAT TWC DOES NOT WARRANT THAT THE HSD SERVICE OR EQUIPMENT PROVIDED BY TWC WILL PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR THROUGHPUT RATE. I FURTHER AGREE THAT TWC IS NOT RESPONSIBLE FOR THE RECORDING OF OR FAILURE TO RECORD ANY PROGRAM OR PORTION THEREOF, OR FOR THE CONTENT OF ANY PROGRAM OR CONTENT ON MY DVR. WITHOUT LIMITING THE FOREGOING: (i) ANY AND ALL PRODUCTS AND SERVICES PROVIDED BY TWC AND/OR ISP AND/OR OLP AND/OR ANY LONG DISTANCE PROVIDER AND/OR OTHER THIRD PARTY TO ME THAT ARE NOT PART OF THE SERVICES AS DEFINED HEREIN ARE OUTSIDE THE SCOPE OF THIS AGREEMENT AND THE TWC PARTIES HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY SUCH PRODUCTS OR SERVICES; AND (ii) NONE OF THE TWC PARTIES MAKES ANY WARRANTIES AS TO THE SECURITY OF MY COMMUNICATIONS VIA TWC'S FACILITIES OR THE SERVICES (WHETHER SUCH COMMUNICATIONS ARE DIRECTED WITHIN THE SERVICES, OR OUTSIDE THE SERVICE TO OR THROUGH THE INTERNET), OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR MY EQUIPMENT OR COMMUNICATIONS. I AGREE THAT NONE OF THE TWC PARTIES WILL BE LIABLE FOR ANY SUCH UNAUTHORIZED ACCESS. I HAVE THE SOLE RESPONSIBILITY TO SECURE MY EQUIPMENT AND COMMUNICATIONS. (b) I ACKNOWLEDGE THAT TWC'S OR MY INSTALLATION, USE, INSPECTION, MAINTENANCE, REPAIR, REPLACEMENT OR REMOVAL OF THE SERVICES, TWC EQUIPMENT AND SOFTWARE MAY RESULT IN DAMAGE TO MY COMPUTER(S), TELEPHONES AND TELEPHONE ANSWERING DEVICES, TELEVISIONS, RECORDING AND PLAYBACK DEVICES, AUDIO EQUIPMENT, OR ANY CABLE MODEM, CABLING OR OTHER EQUIPMENT OR HARDWARE, INCLUDING SOFTWARE AND DATA FILES STORED THEREON. I SHALL BE SOLELY RESPONSIBLE FOR BACKING UP ALL EXISTING COMPUTER OR OTHER SOFTWARE OR DATA FILES PRIOR TO THE PERFORMANCE OF ANY OF THE FOREGOING ACTIVITIES. NONE OF THE TWC PARTIES, OR THEIR VENDORS, LICENSEES OR PROGRAMMERS, SHALL HAVE ANY LIABILITY, AND EACH EXPRESSLY DISCLAIMS ANY RESPONSIBILITY WHATSOEVER, FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY EQUIPMENT, SOFTWARE, HARDWARE, DATA OR FILES. (c) EXCEPT FOR THE REFUND OR CREDIT AS EXPRESSLY PROVIDED IN SECTIONS 9(a) AND 8(a) RESPECTIVELY, IN NO EVENT (INCLUDING NEGLIGENCE) WILL ANY TWC PARTY OR ANY PERSON OR ENTITY INVOLVED IN CREATING, PRODUCING OR DISTRIBUTING THE SERVICES (INCLUDING THE CONTENT INCLUDED THEREIN OR THE SERVICES ACCESSED THEREBY) OR EQUIPMENT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE SERVICES, INCLUDING THE USE OF OR INABILITY TO USE EMERGENCY 911 SERVICES; FOR ANY ERRORS, OMISSIONS, MISTAKEN INCLUSIONS OR PUBLICATION OF ANY DIRECTORY LISTING INFORMATION, REGARDLESS OF FORM; FOR ANY ACTION TAKEN BY TWC TO PROTECT THE SERVICES; OR THE BREACH BY TWC OF ANY WARRANTY. (d) I AGREE THAT THE PROVISIONS OF THIS SECTION 11 SHALL APPLY TO ALL CONTENT OR SERVICES INCLUDED IN, OR ACCESSIBLE THROUGH, THE SERVICES, AND ARE FOR THE BENEFIT OF, AND MAY BE ENFORCED BY, ALL OF THE TWC PARTIES.

12. Privacy

(a) My privacy interests, including my ability to limit disclosure of certain information to third parties, may be addressed by, among other laws, the Federal Communications Act of 1934, as amended, and the Electronic Communications Privacy Act. Personally identifiable information that may be collected, used or disclosed in accordance with applicable laws is described in the Subscriber Privacy Notice delivered to me by TWC on its own behalf and on behalf of its Affiliated ISPs. I acknowledge receipt of the Subscriber Privacy Notice, which is deemed to form a part of this Agreement, and expressly consent to the collection, use and disclosure of personally identifiable and other information as described in the Subscriber Privacy Notice, as it may be amended from time to time. (b) I agree that, in addition to actions and disclosures specifically authorized by law or statute or authorized elsewhere in this Agreement, TWC and its Affiliated ISPs shall each have the right (except where prohibited by law notwithstanding my consent), but not the obligation, to disclose any information to protect their respective rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril. I consent to such actions or disclosures. (c) If I am a Digital Phone customer, I consent to TWC's disclosure of my name, address and/or telephone number to the general public in connection with Caller ID functions, telephone directories and 411 services. If I wish to have TWC remove this information from one or more of these Services, I understand that I may direct TWC to do so, subject to any applicable fees. I also consent to TWC's disclosure of my name, address and/or telephone number in response to 911 and similar public safety requests and to the telephone companies serving those end users to whom I make calls so that the calls can be completed.

13. Consent to Phone and Email Contact

(a) I consent to TWC calling the phone numbers I supply to it for any purpose, including the marketing of its current and future Services. I agree that these phone calls may be made using any method, including an automatic dialing system or an artificial or recorded voice. Upon my request, the phone numbers I have previously provided will be removed from TWC's phone marketing list. I can make this request by calling or writing my local TWC office and asking to be placed on TWC's Do Not Call List. (b) I acknowledge that being included in any state or federal "do not call" registry will not be sufficient to remove me from TWC's phone marketing list. (c) I consent to TWC emailing me, at any email address, including that of a wireless or mobile device, that I provide to TWC (or that TWC issues to me in connection with the Service), for any purpose, including the marketing of TWC's current and future Services. If my wireless or mobile provider charges me for receipt of such messages, I acknowledge and agree that I am responsible for paying such charges. I may revoke this authorization insofar as it relates to marketing messages at any time by calling or writing my local TWC office.

14. Arbitration

EXCEPT FOR CLAIMS FOR INJUNCTIVE RELIEF, AS DESCRIBED BELOW, ANY PAST, PRESENT, OR FUTURE CONTROVERSY OR CLAIM ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES, INCLUDING, IF APPLICABLE, THE SUPPLEMENTARY PROCEDURES FOR THE RESOLUTION OF CONSUMER RELATED DISPUTES. CONSOLIDATED OR CLASS ACTION ARBITRATIONS SHALL NOT BE PERMITTED. THE ARBITRATOR OF ANY DISPUTE OR CLAIM BROUGHT UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL NOT HAVE THE POWER TO AWARD INJUNCTIVE RELIEF; INJUNCTIVE RELIEF MAY BE SOUGHT SOLELY IN AN APPROPRIATE COURT OF LAW. NO CLAIM SUBJECT TO ARBITRATION UNDER THIS AGREEMENT MAY BE COMBINED WITH A CLAIM SUBJECT TO RESOLUTION BEFORE A COURT OF LAW. THE ARBITRABILITY OF DISPUTES SHALL BE DETERMINED BY THE ARBITRATOR. JUDGMENT UPON AN AWARD MAY BE ENTERED IN ANY COURT HAVING COMPETENT JURISDICTION. IF ANY PORTION OF THIS SECTION IS HELD TO BE UNENFORCEABLE, THE REMAINDER SHALL CONTINUE TO BE ENFORCEABLE, EXCEPT THAT IF THE PROHIBITION AGAINST CONSOLIDATED OR CLASS ACTION ARBITRATIONS SET FORTH ABOVE IS FOUND TO BE UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION CLAUSE SHALL BE NULL AND VOID.

15. Definitions

(a) "Affiliated ISP" means Road Runner and any other ISP in which any TWC Party holds an ownership interest. (b) "Agreement" means this Services Subscription Agreement, as it may be amended from time to time by TWC. (c) "Computer" means the personal computer(s) located at my residence that will be used to access the HSD Service, as specified on the accompanying Work Order. (d) "Digital Phone Service" means the TWC phone service that provides users with the ability to send and receive local and/or long distance calls and to access additional related features and functions through TWC's cable systems. (e) "DVR" means a set-top box or other device enabled with a digital video recorder that is provided to me by TWC. (f) "HSD Service" and "High Speed Data Service" mean the online content, features, functions and Services (which may include Internet access) of the ISP or OLP selected by me, as provided over TWC's cable systems. (g) "including" or "include" shall mean inclusion, without limitation. (h) "ISP" means the Internet service provider selected by me from among those offered now or in the future by TWC for the HSD Service. My ISP is the entity that provides my Internet connectivity. (i) "Maximum Throughput Rate" means the highest Throughput Rate provided by the level or tier of HSD Service to which I subscribe. (j) "Me," "My," and "I" mean the account holder identified on the Work Order who is authorized by TWC to access and use the Services. (k) "Network Management Tools" means tools and techniques that may be used by TWC as it determines appropriate in order to efficiently manage its network, ensure a quality user experience for its subscribers and ensure compliance with the Acceptable Use Policy. Examples of Network Management Tools can be found in the Acceptable Use Policy, http://help.twcable.com/html/twc_misp_aup.html (l) "OLP" or "On-line Provider" means a provider of on-line content, features, functions and Services that are used in conjunction with my ISP Service (and whose service may be purchased with an ISP Service as part of a combined offering) but that does not itself provide Internet connectivity. (m) "Services" means any and all Services provided to me by TWC, which may include Video Service, High Speed Data Service, Digital Phone Service and equipment based Services such as digital video recorder Services. (n) "Software" means the computer software, if any, licensed by ISP or OLP to me to access the HSD Service, or licensed by TWC to me to facilitate installation or use of my ISP's or OLP's service or any other Services. Software also refers to any executable code that may be included in, downloaded to, or utilized by, any TWC Equipment. (o) "Subscriber Materials" means the handbooks, manuals and other guide materials provided by TWC or any third party (including my ISP or OLP) regarding use of the Services. (p) "Subscriber Privacy Notice" means the Subscriber Privacy Notice described in Section 12(a), as it may be amended from time to time by TWC. (q) "Tariff(s)" means the materials describing the terms upon which TWC offers Digital Phone Service, which have been filed at the Public Service Commission or comparable state agency serving the jurisdiction in which I live. (r) "Terms of Use" shall mean all rules, terms and conditions set forth in this Agreement or otherwise established now or hereafter by TWC regarding permissible or impermissible uses of or activities related to, the HSD Service. (s) "Throughput Rate" refers to the amount of data that can be transferred between my location and the TWC facilities serving my location over a given period of time. Throughput Rates described in all TWC materials, including marketing materials, price lists and Terms of Use refer to Maximum Throughput Rates. (t) "TWC" means the local Time Warner Cable-affiliated cable operator that is providing the Services over its cable system, or any cable operator to whom TWC assigns this Agreement. (u) "TWC Equipment" means any equipment provided by TWC to me including, but not limited to, wire, cable, cable conduit, splitters, junction boxes, converter boxes (also known as "set top" boxes), decoders, CableCARD™, terminals, cable modems, voice-enabled cable modems, remote control units, and any other equipment or materials provided to me by TWC for use in connection with the receipt of Services. TWC Equipment does not include any Network Interface Card ("NIC") installed in my Computer. (v) "TWC Parties" means TWC and its corporate parents, affiliates and subsidiaries and their respective directors, officers, employees and agents. (w) "Video Service" means video and/or audio programming Services such as basic, standard, digital and premium Services, Services provided on a per-channel or per-program basis, pay-per-play, pay-per-view or VOD. (x) "VOD" means video on demand. (y) "Work Order" means the Time Warner Cable work order provided to me on or after January 1, 2006 in connection with the installation or commencement of my Service(s).

16. Indemnification
I agree to defend, indemnify and hold harmless the TWC Parties from and against any and all claims and expenses, including reasonable attorneys' fees, arising out of or related in any way to my use of the Services or otherwise arising out of the use of my account or any equipment or facilities in connection therewith, or my use of any other TWC products or Services or any ISP's or OLP's products or Services.

17. Term
This Agreement will remain in effect until terminated by either party or superseded by a revised Subscription Agreement.

18. Interpretation; Severability
Except as explicitly stated in Section 14, in the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties as set forth herein, and the remainder of this Agreement shall remain in full force and effect.

19. Consent to Electronic Notice
I agree that unless otherwise specified, all notices required or contemplated hereunder will be provided by TWC by such means as TWC shall determine in its discretion. Without limiting the foregoing, I agree that TWC may provide any notices required or contemplated hereunder or by applicable law, including notice of changes to this Agreement, the Terms of Use, the Tariff(s) or the Privacy Notice, by electronic means (for example, email or online posting). An online version of this Agreement, the Terms of Use, the Subscriber Privacy Notice and any applicable Tariff(s), as so changed from time to time, will be accessible at http://help.twcable.com/html/policies.html or another online location designated by TWC, or can be obtained by calling my local TWC office.

20. Waiver
I agree that failure by TWC to enforce any of its rights hereunder shall not constitute a waiver of any such rights. No waiver by either party of any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default.

21. Assignment
I understand that my Services are being provided only to the location identified on my Work Order and that I am not allowed to transfer all or any portion of the Services, or TWC's Equipment, to any other person, entity or location, including a new residence. I agree that I may not assign or transfer this Agreement. TWC may transfer or assign any portion or all of this Agreement at any time without notice to me, and I waive any such notice which may be required.

22. Effect of Applicable Law; Reservation of Rights
This Agreement, the Work Order and the Terms of Use are subject to all applicable federal, state or local laws and regulations, including any applicable franchise agreement, in effect in the relevant jurisdiction(s) in which I receive my Services. If any provision of this Agreement, the Work Order or the Terms of Use contravene or are in conflict with any such law or regulation, or if I am entitled to more favorable rights under any such law or regulation than are set forth in any provision in this Agreement, the Work Order or the Terms of Use, then the terms of such law or regulation, or the rights to which I am entitled under such law or regulation, shall take priority over the relevant provision of this Agreement, the Work Order or the Terms of Use. If the relevant law or regulation applies to some but not all of my Service(s), then such law or regulation will take priority over the relevant provision of this Agreement, the Work Order or the Terms of Use only for purposes of those Service(s) to which the law or regulation applies. Except as explicitly stated in this Agreement, nothing contained in this Agreement shall constitute a waiver by me or TWC of any rights under applicable laws or regulations pertaining to the installation, operation, maintenance or removal of the Services, facilities or equipment.

23. Parental Control Device
I acknowledge that I have been advised of the availability of TWC's parental control device which can filter or block certain programming. Additional information about the device is available at the TWC contact number in the Subscriber Materials.

24. Conflicting Terms
In the event of a conflict in the terms and conditions between this Residential Services Subscriber Agreement and the accompanying Work Order, then the terms and conditions of this Agreement shall control.